EPSON®

EPSON STYLUS™ COLOR 800

User's Guide

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FCC Compliance Statement
For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le materiel brouilleur du Canada.

Contents

Introduction

Windows System Requirements 2
Macintosh System Requirements 2
How To Use Your Manuals 3
    Warnings, Cautions, and Notes 4
Where To Get Help 4
    Electronic Support Services 5
ENERGY STAR Compliance 6
    Energy-saving Tips 7
Important Safety Instructions 7

1 Basic Printing

Printing from Windows 1-1
    Setting Printer Options from Windows Applications 1-2
    Setting Default Printer Options 1-4
    Checking Printer Status 1-5
Printing from a Macintosh 1-6
What To Do When the Printer Lights Flash 1-8

2 Printing on Special Media

Using Special Paper and Media 2-1
- Letterhead, Preprinted Forms, and Legal-size Paper 2-3
- EPSON 360 dpi High Quality and Photo Quality Ink Jet Paper 2-3
- EPSON Photo Quality Glossy Paper, Film, and Transparencies 2-3
- Envelopes 2-4
- EPSON Photo Quality Ink Jet Cards 2-5
- EPSON Photo Quality Self Adhesive Sheets 2-5
- EPSON Iron-On Transfer Paper 2-6

Printing Banners and Other Custom Size Projects 2-6
- Printing a Banner from Windows 2-7
- Printing a Banner from a Macintosh 2-8

3 Custom Printing

Using Predefined Advanced Settings 3-1
Customizing Print Quality and Special Effects 3-4
Customizing Color Settings 3-7
Using ColorSync on the Macintosh 3-9
Saving Custom Settings 3-11

4 Managing Print Jobs and Network Printing

Managing Print Jobs in Windows 4-1
- Using the Spool Manager 4-2
- Using the Status Monitor 4-4

Managing Print Jobs on a Macintosh 4-6
- Using Monitor2 4-6
- Using the Macintosh Status Monitor 4-8

Network Printing on a PC 4-9
Setting Up the Host System 4-10
Setting Up Remote Systems 4-10
Setting Up Your Network Path in Windows 95 4-11
Network Printing on a Macintosh 4-12
Assigning a Name to the Printer 4-12
Using the AppleTalk Connection 4-13

5 Maintenance and Transportation

Replacing an Ink Cartridge 5-1
Removing an Empty Ink Cartridge 5-2
Installing the New Cartridge 5-4
Replacing an Outdated Ink Cartridge 5-5
Cleaning the Print Heads 5-6
Using the Head Cleaning Utility 5-6
Using the Control Panel To Clean the Print Heads 5-7
Examining the Nozzle Check Pattern 5-8
Aligning the Print Heads 5-8
Using the Print Head Alignment Utility 5-9
Using the Control Panel To Align the Print Heads 5-9
Cleaning the Printer 5-10
Transporting the Printer 5-11

6 Troubleshooting

Diagnosing Problems 6-1
Reading the Control Panel Lights 6-2
Running a Self Test 6-3
Using Hex Dump Mode 6-3
Improving Print Quality 6-4
Printed image has horizontal banding 6-5

Vertical lines are misaligned or vertical banding appears 6-5
The printed image has incorrect or missing colors 6-5
The printed image is faint or has gaps 6-6
The printed image is blurry or smeared 6-7
Photographic images look grainy or rough 6-7
Solving Printing Problems 6-8
All lights are off 6-8
Only the power light is on, but nothing prints 6-8
The paper out light is flashing or on 6-9
A black or color ink out light is flashing or on 6-9
The and lights are flashing 6-9
All the lights are flashing 6-10
The printer has finished charging the ink cartridge, but the power light is still flashing 6-10
The printer software doesn't work correctly after you upgrade to Windows 95 6-10
After you install your printing software, you see the Windows 95 New Hardware found window 6-10
You see a spooling error message (Windows) 6-11
You see a memory error message (Macintosh) 6-11
In Windows 95, the Status Monitor box does not appear with the Despooler 6-11
A portion of your image doesn't print (Macintosh) 6-11
Printing is too slow 6-12
Your printer switches to the modem port or won't confirm on the printer port (Macintosh) 6-12
Your printer icon doesn't appear in the Chooser (Macintosh) 6-12
Fixing Paper Problems 6-13
Paper doesn't feed 6-13
Multiple pages feed at the same time 6-13
Paper jams inside the printer 6-14
Paper doesn't eject fully or is wrinkled 6-14

Solving Miscellaneous Printout Problems 6-15
Characters are incorrect or garbled. 6-15
The margins are incorrect. 6-15
The image is inverted as if viewed in a mirror. 6-15
The printer prints blank pages. 6-16

A Using Optional Interfaces
Selecting an Interface Board A-1
Using Macintosh Interface Boards A-2
Using the PC Serial Interface Board A-2
Installing Optional Interfaces A-3

B Technical Specifications
Printing B-1
Paper B-3
Ink Cartridges B-5
Mechanical B-5
Electrical B-6
Environmental B-6
Safety Approvals B-6
DOS Support B-6
Control Panel Settings B-7
Control Codes B-8
Character Tables B-9

Glossary

Index

Introduction

Your EPSON® Stylus™ COLOR 800 printer is the ideal output device for business graphics, single-page layout proofs, digital photography—or any project you create on your computer. With resolutions up to 1440 by 720 dpi, you get amazingly realistic photographic images and vivid graphics in color, or razor-sharp black printing at speeds up to eight pages per minute.

The printer software for Windows® and Macintosh® provides advanced color management, with adjustable levels of brightness, contrast, saturation, and ink colors. Support for ColorSync™ 2.01 and Windows ICM ensures printouts that match the colors on your monitor.

With standard parallel and serial ports and simple network connectivity, setting up your printer is fast and easy. EPSON's specially formulated ink cartridges and wide variety of ink jet papers offer the most flexibility for getting the results you want.

Windows System Requirements

To use your printer and its software with a PC, your system should have:

- An IBM® compatible PC with at least a 386/25 MHz or faster processor
- Microsoft® Windows 3.1, Windows for Workgroups™ 3.1, or Windows 95
- At least 8MB of RAM (more for Windows 95)
- At least 20MB of free hard disk space for storing images (40MB or more is recommended)
- VGA, Super VGA, or better display adapter and monitor
- A shielded, twisted-pair parallel cable (6 to 10 feet long) to connect your computer to the printer; the cable must have a D-SUB, 25-pin, male connector for your computer and a 36-pin, Centronics® compatible connector for the printer.

Macintosh System Requirements

To use your printer and its software with a Macintosh, your system should have:

- Any Macintosh or Power Macintosh model except the Macintosh +, Macintosh 512, Macintosh Classic, Macintosh SE, or PowerBook™ 100
- System 7.1 or later
- At least 8MB of RAM (16MB or more is recommended)
- At least 20MB of free hard disk space for storing images (40MB or more is recommended)
- VGA (8 bit, 640 × 480) or better display and monitor
- Standard Apple® System Peripheral-8 cable or equivalent (RS-422, 8-pin mini DIN male/male, Belkin F2V024 recommended)

How To Use Your Manuals

To set up your printer, see the *Quick Setup* card. For color printing tips, see the *Print It in EPSON Color* booklet. This *User's Guide* contains the following information:

Chapter 1 covers the basics of printing with Windows or Macintosh.

Chapter 2 gives guidelines for selecting the right paper or other media for your print job and instructions for loading it in your printer.

Chapter 3 tells you how to print special projects with custom settings for print quality and color management.

Chapter 4 explains how to manage print jobs, check printer status, and set up your system for network printing.

Chapter 5 gives instructions for replacing ink cartridges, cleaning and aligning the print heads, and cleaning and transporting the printer.

Chapter 6 provides solutions for any problems you may have.

Appendix A tells you how to install optional interface cards in your printer.

Appendix B provides the technical details on your printer, ink cartridges, and EPSON media.

A Glossary and Index are included at the end of the book.

Warnings, Cautions, and Notes

You'll find this information throughout your manual:

Warnings must be followed carefully to avoid bodily injury.

Cautions must be observed to avoid damage to your equipment.

Notes contain important information about your printer.

Tips contain additional hints for great printing.

Where To Get Help

EPSON provides customer support and service through a network of authorized EPSON Customer Care Centers. Dial (800) 922-8911 for the nearest location or the following services:

- Fax-on-Demand access to EPSON's technical information library
- Literature on current and new products
- The location of your nearest Authorized EPSON Reseller or Customer Care Center
- Technical information on the installation, configuration, and operation of EPSON products
- Customer relations

For answers to commonly asked questions about EPSON products 24 hours a day, seven days a week, call EPSON Sound Advice at (800) 442-2110.

You can purchase ink cartridges, paper, manuals, accessories, and parts from EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

If you need help using software with an EPSON product, see the documentation for that program for technical support information.

Electronic Support Services

You can access helpful tips, specifications, DIP switch or jumper settings, drivers, FAQs, sample files, application notes, and EPSON product bulletins 24 hours a day, seven days a week, using a modem and one of the online services below.

World Wide Web

From the Internet, you can reach EPSON's Home Page at http://www.epson.com.

EPSON Internet FTP Site

If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto ftp.epson.com with the user name anonymous and your e-mail address as the password.

EPSON Download Service

You can call the EPSON Download Service at (800) 442-2007. Set your communications software to 8 data bits, 1 stop bit, no parity. Modem speed can be up to 28.8 Kbps.

EPSON Fax-on-Demand service

You can access EPSON's technical information library by calling (800) 442-2110 or (800) 922-8911 and selecting the appropriate phone option. You must provide a return fax number to use Fax-on-Demand.

EPSON Forum on CompuServe

Members of CompuServe® can type GO EPSON at the menu prompt to reach CompuServe's Epson America Forum. As an owner of an EPSON product, you are eligible for a free introductory CompuServe membership, which entitles you to an introductory credit and your own user ID and password. To take advantage of this offer in the U.S. or Canada, call (800) 848-8199 and ask for representative #529.

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency. The EPA ENERGY STAR Office Equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.

Energy-saving Tips

Here are a few tips you can use to be even more energy-wise:

- If your monitor isn't Energy Star compliant, turn it off when you're not using it.
- Turn off your computer, printer, and monitor each day when you are done using them.
- Use the print preview option in your software so you can catch errors before you print something.
- Send e-mail rather than distributing memos. Not only is this faster, but you'll save paper and storage space too.

Caution:
Always turn the printer off using the ⏻ power button. If you're using a power strip, do not switch it off or unplug the printer until the ⏻ power light is off.

Important Safety Instructions

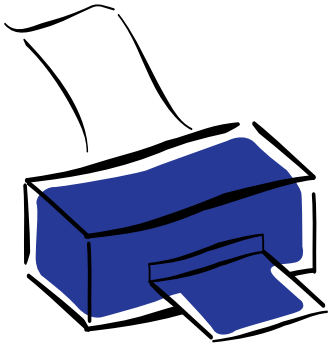
Before using your printer, read the following safety instructions to make sure you use the printer safely and effectively:

- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent.
- Do not block or cover the openings in the printer's cabinet or insert objects through the slots.
- Use only the type of power source indicated on the printer's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Place the printer near a wall outlet where the plug can be easily unplugged.

  Placez l'imprimante près d'une prise de contacte où la fiche peut être débranchée facilement.

- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total of all devices plugged into the wall outlet does not exceed 15 amperes.
- Except as specifically explained in this *User's Guide*, do not attempt to service the printer yourself.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions:

  If the power cord or plug is damaged; if liquid has entered the printer; if the printer has been dropped or the cabinet damaged; if the printer does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.



1 Basic Printing

It's easy to print all your color and black and white documents with your new EPSON Stylus COLOR 800. First you have to set up your printer and install the software, following the instructions on the *Quick Setup* card. Then read this chapter to find out about the following:

- Printing from Windows
- Printing from a Macintosh
- What to do when the printer lights flash

Note:
If you're using Windows NT, you'll need special software for your printer. Contact EPSON as described in the Introduction if you need printer driver software for Windows NT.

Printing from Windows

When you want to print from your Windows application, you click the print icon or choose Print from the File menu. You can then choose which pages to print, the number of copies, and other options. The settings that describe your print job—whether you want to use color or black ink, for example—are part of your printer driver software.

The following sections tell you how to set printer options from Windows applications, how to change the default printer settings, and how to check your printer's status.

Setting Printer Options from Windows Applications

This section describes the settings you'll need to check for all your everyday printouts. See Chapter 3 for information about advanced settings for special print jobs.

Follow these steps to check printer settings from your word processor or other Windows software:

1. Click the **Print** icon or choose **Print** or **Print Setup** from the File menu. You see a printing dialog box.

2. Make sure your EPSON Stylus COLOR 800 printer is selected, and then click the **Printer**, **Setup**, **Properties**, or **Options** button. (You may have to click a combination of these buttons.) You see a dialog box like the following:

3. Click the **Main** tab if necessary and make sure the Mode option is set to **Automatic**. This is the easiest way to get good printing results for all kinds of documents, on all types of paper.

Tip

For more information about printer settings, click the **Help** button. In Windows 95, you can right-click any item on the screen and then click **What's This?**

For printing at the highest resolution (SuperFine quality at 1440 dpi), you need to use one of the photo quality media. For the best printing at any resolution, always use EPSON media.

4. Choose the **Media Type** you want to print on from the following list:

   - Plain paper
   - 360 dpi Ink Jet Paper
   - Photo Quality Ink Jet Paper
   - Photo Quality Glossy Paper
   - Photo Quality Glossy Film
   - Ink Jet Transparencies

   The type of paper or other media you choose determines the print quality or resolution you can use.

   See Chapter 2 for guidelines on choosing paper and handling special media.

5. Choose **Color** or **Black** ink.

6. Set the slider to **Quality** or **Speed**. This lets you choose between the fastest printing or the highest resolution for the media you're using. (The slider is not available for certain media types.)

7. If necessary, click the **Paper** tab and choose your paper size, number of copies, and orientation. If your software application lets you control these settings, you don't need to use the **Paper** tab.

8. Click **OK** when you're finished checking your settings. The dialog box closes.

   If you're using Windows 95, you can click **Apply** and keep the dialog box open.

9. In the printing dialog box, click **Close**, **OK**, or **Print**. You may need to click a combination of these buttons.

   While your document is printing, the EPSON Despooler dialog box appears, showing the printing progress and the status of your printer. If you're using Windows 95, this box also displays the Status Monitor. (See "Checking Printer Status," on page 1-5 for more information.)

Setting Default Printer Options

When you change printer settings through your software application, the settings apply only to the application you're using. If you want to adjust the default settings for all your Windows applications, you can access the dialog box through the Windows 95 Settings option or the Windows 3.1 Control Panel.

Make sure all your software applications are closed before you start. If not, you'll have to close and then reopen them to have the new default settings take effect.

Setting Default Options in Windows 95

Follow these steps:

1. Click **Start**, point to **Settings**, and then point to **Printers**.
2. Right-click the **EPSON Stylus COLOR 800** icon.
3. Select **Properties**. Then click the **Main** tab.

   You see the Main printer settings dialog box, as shown on page 1-2. Any changes you make will become the default settings for all your applications and documents.

Setting Default Options in Windows 3.1

Follow these steps:

1. Double-click the **Control Panel** icon in the Main group.
2. Double-click the **Printers** icon.
3. Select **EPSON Stylus COLOR 800** from the list of printers and click **Setup**.

   You see the Main printer settings dialog box, as shown on page 1-2. Any changes you make will become the default settings for all your applications and documents.

Checking Printer Status

While your document is printing, the EPSON Despooler dialog box appears in the lower right corner of your screen:

Note:
The Status Monitor appears only if you're using Windows 95 and you're not printing over a network.

This dialog box shows the progress of your print job and the status of your printer. If you run out of paper while printing, for example, the Despooler warns you. You can use the buttons to cancel, pause, or restart your print job.

The Status Monitor at the bottom of the dialog box shows how much ink is left in your printer, along with these status icons:

The Status Monitor is checking printer status.

An error has occured. Check your printer or see Chapter 6.

Your printer is ready to print.

Your printer is printing.

The ink level is low or empty. Check the ♦ or ♦ light on the control panel and replace the cartridge if necessary.

Printing from a Macintosh

When you set up a new printer for your Macintosh, you need to check the page setup for documents in each application you use. You can then click the print icon or choose Print from the File menu. You see a dialog box that lets you choose which pages to print, the number of copies, and other options. The settings that describe your print job—whether you want to use color or black ink, for example—are part of your printer driver software.

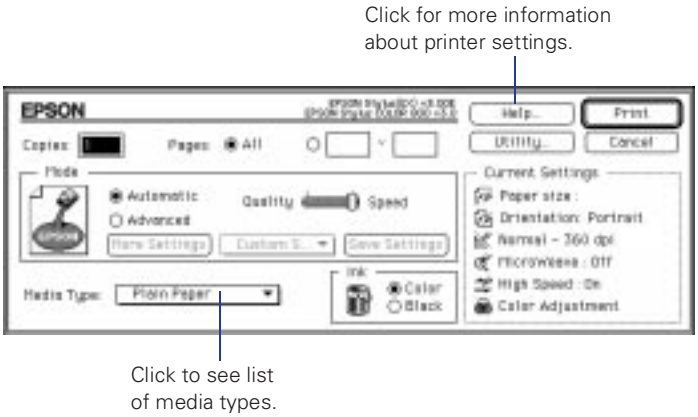
This section describes the settings you'll need to check for all your everyday printouts. See Chapter 3 for information about advanced settings for special print jobs.

Follow these steps to check printer settings from your word processor or other Macintosh software:

1. Choose Page Setup from the File menu. You see the Page Setup dialog box.

2. Choose your paper size and other page setup options and click OK. For more information about special paper settings, see page 2-9.

3. Choose Print from the File menu or click the Print icon in your application. You see a dialog box like the following:



4. Choose the number of copies and indicate which pages you want to print.

5. Make sure the Mode option is set to **Automatic**. This is the easiest way to get good printing results for all kinds of documents, on all types of paper.

6. Choose the **Media Type** you want to print on from the following list:

   - Plain paper
   - 360 dpi Ink Jet Paper
   - Photo Quality Ink Jet Paper
   - Photo Quality Glossy Paper
   - Photo Quality Glossy Film
   - Ink Jet Transparencies

   The type of paper or other media you choose determines the print quality or resolution you can use.

   See Chapter 2 for guidelines on choosing paper and instructions on handling special media.

7. Choose **Color** or **Black** ink.

8. Set the slider to **Quality** or **Speed**. This lets you choose between the fastest printing or the highest resolution for the media you're using.

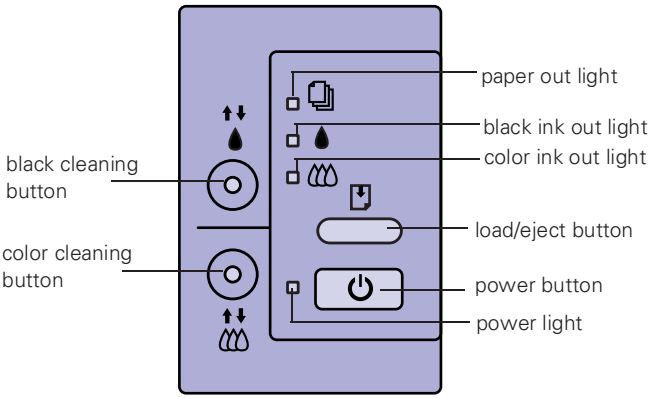
9. Click **Print** when you're finished checking your settings.

   If you chose background printing when you set up your printer, you can continue working while your document is printing.

For printing at the highest resolution (SuperFine quality at 1440 dpi), you need to use one of the photo quality media. For the best printing at any resolution, always use EPSON media.

Note:
On the Macintosh, printer settings are saved with your document, but you can't save them from one application to another. You'll have to check your settings each time you open a new application. If you want to reuse settings, you can create document templates for your favorite applications.

What To Do When the Printer Lights Flash



The four lights on your printer's control panel show the printer's status and alert you to problems like paper jams.

When the paper light *flashes*, paper is jammed in the printer. Turn off the printer and gently pull out all jammed paper. Then press the load/eject button. See page 6-14 for more information.

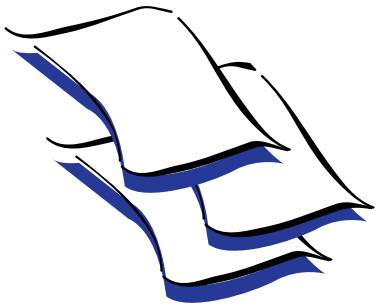
When the paper light *comes on*, your paper ran out or is incorrectly loaded. Load paper in the feeder and then press the load/eject button.

When an ink light *flashes*, your ink supply is low. Make sure you have a replacement cartridge.

When an ink light *comes on*, you need to replace the ink cartridge. See Chapter 5 for instructions.

When the power light *flashes*, the printer is receiving a print job or performing a maintenance operation.

When two or more lights *flash*, your printer may have a problem. See page 6-9 and page 6-10 for more information.



2 Printing on Special Media

Your EPSON Stylus COLOR 800 lets you print on just about any kind of paper you want to use. You can get great results printing on various sizes of plain paper, letterhead, and envelopes. You'll get even better results with specially coated ink jet paper. For the best output, use EPSON's photo-quality media: paper, glossy paper, and glossy film.

For special projects, you can use a variety of EPSON media designed for ink jet printers, ranging from transparencies to iron-on transfer paper. You can even set up your printer to use custom paper sizes to print large posters and banners. This chapter covers the following:

- Using special paper and media
- Creating banners and other custom-size projects

Using Special Paper and Media

When you print on special media, you need to be careful about choosing the correct Media Type and Paper Size settings in your printer software. The table on the following page lists the available EPSON media and the Media Type setting to choose for each one.

EPSON ink jet media and their settings

Media name	Size	Part number	Media Type setting
EPSON 360 dpi Ink Jet Paper	A4 Letter	S041059 S041060	360 dpi Ink Jet Paper
EPSON Special Coated Paper for 360 dpi Printing	Letter	S041060	
EPSON High Quality Ink Jet Paper	Letter	S041111	Photo Quality Ink Jet Paper
EPSON Photo Quality Ink Jet Paper	A4 Letter Legal	S041061 S041062 S041067	
EPSON Photo Quality Glossy Paper	A4 Letter	S041126 S041124	Photo Quality Glossy Paper
EPSON Photo Quality Glossy Film	A4 Letter	S041071 S041072	Photo Quality Glossy Film
EPSON High Quality Glossy Paper	Letter	S041072	
EPSON Iron-On Transfer Paper	Letter	S041001, S041002	
EPSON Ink Jet Transparencies	A4 Letter	S041063 S041064	Ink Jet Transparencies
EPSON Photo Quality Ink Jet Cards	4.1 × 5.8 (A6) 5 × 8 8 × 10	S041054 S041121 S041122	Photo Quality Ink Jet Paper
EPSON 720 dpi Index Card	4.1 × 5.8 (A6)	S041054	
EPSON Photo Quality Self Adhesive Sheets	A4	S041106	

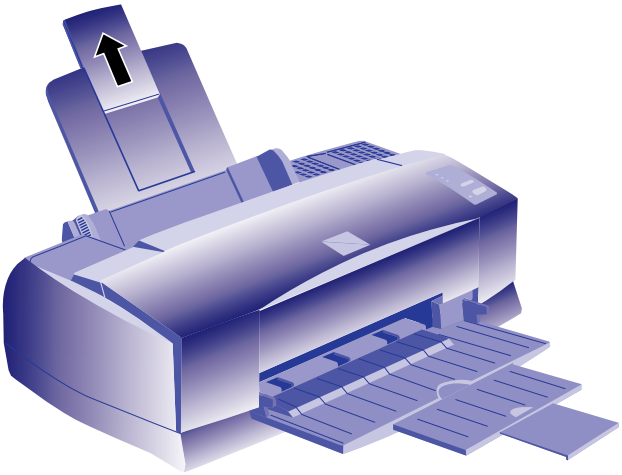
To order EPSON papers and other media, contact your dealer or call EPSON Accessories at **(800) 873-7766** (U.S. sales only). In Canada, call **(800) 873-7766** for dealer referral.

The type of paper or other media you use is one of the most important factors in determining the quality of your printed output. For example, you can achieve the highest resolution (SuperFine quality at 1440 dpi) only when you use EPSON Photo Quality media. The following tips will help you get the best results on any type of paper or other media.

Note:
When you load paper, make sure the printable side is facing up. Some special media have a cut corner that you need to position correctly; follow any instructions in the package. Always handle sheets by the edges, and don't touch the printable surface.

Letterhead, Preprinted Forms, and Legal-size Paper

Load the top edge first. When you load legal-size paper, pull up the paper support extension as shown below:



Caution:
Don't use the cleaning sheets that may be included with your special media; they may damage the printer.

EPSON 360 dpi High Quality and Photo Quality Ink Jet Paper

You can load paper up to the arrow mark on the left edge guide. If you use legal-size ink jet paper, don't load it more than half way to the arrow mark.

EPSON Photo Quality Glossy Paper, Film, and Transparencies

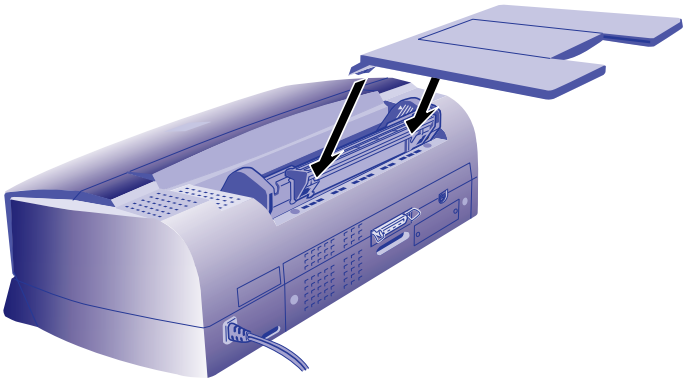
Before you load glossy media or transparencies, put a support sheet (packed with the media) or a plain paper sheet beneath the stack. You can load up to 20 sheets of glossy paper, and up to 30 sheets of glossy film or transparencies.

Note:
Use ink jet papers within one year of purchase. Use glossy media and transparencies within six months. Return unused sheets and envelopes to their original package as soon as possible. See Appendix B for more storage information.

However, you may get better results by loading one sheet at a time. With multiple sheets loaded, the minimum top margin you can use is 1.2 inches (30 mm). If you want to use a smaller top margin, load and print one sheet at a time.

Remove each sheet from the output tray immediately after it's printed. Make sure each sheet is dry before stacking.

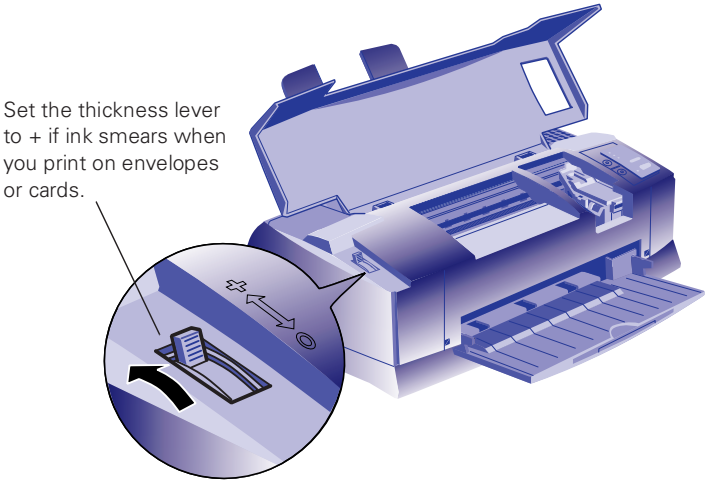
To print on transparencies, remove the paper support and reposition it in the slots at the back of the printer as shown:



Envelopes

You can load up to 10 envelopes as shown below:

If ink smears when you print on envelopes or other thick media, set the paper thickness lever to the + position. Open the printer cover and position the lever as shown below. Then close the cover and print. (Make sure you return the lever to the 0 position before you print on other media.)



EPSON Photo Quality Ink Jet Cards

You can use these cards to print photographs that look almost as good as the ones you get from film processing. Make sure you set the paper thickness lever to the + position as shown above.

You can load up to 30 cards at a time. Always place the included support sheet under the cards. When you're ready to print, use your software to set the Paper Size option for the size card you're using.

EPSON Photo Quality Self Adhesive Sheets

Use these sheets to print labels or stickers. You can load one sheet at a time.

For iron-on transfers, make sure you reverse your image before you print it, especially if it includes text. Then the text will read correctly when it's transferred. You can use the **Flip Horizontal** option in your printer software. See page 3-6 for more information.

EPSON Iron-On Transfer Paper

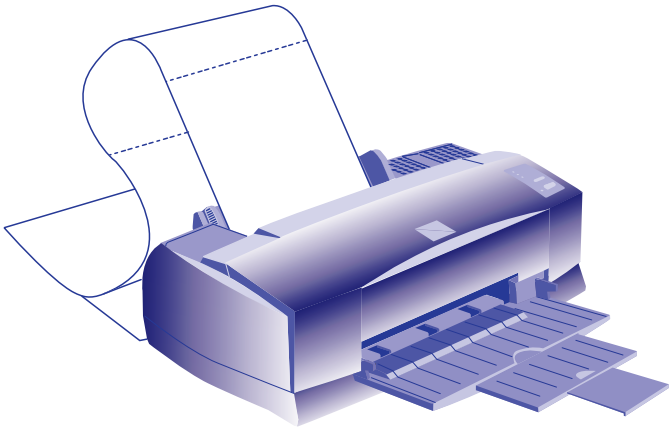
You can print photos, company logos, or anything else you want on this paper, and then transfer your images to T-shirts or other cloth items. Load one sheet of transfer paper at a time. After you print, follow the instructions that came with the paper to iron the image onto the shirt or other item.

Printing Banners and Other Custom Size Projects

You can use banner paper or ordinary (continuous-form) computer paper to print a banner up to 44 inches long. You can also print on any size paper that fits into the printer (at least 3.94 inches in width and height), by using the custom page size feature of your printer software on either a Windows computer or a Macintosh.

1. To make a 44-inch banner, first tear off four sheets of banner paper or continuous-form computer paper. If you're using computer paper, tear off the perforations at the edges.

2. Insert the paper in the printer as shown:



3. Follow the instructions below to print your banner on either a Windows computer or a Macintosh.

Printing a Banner from Windows

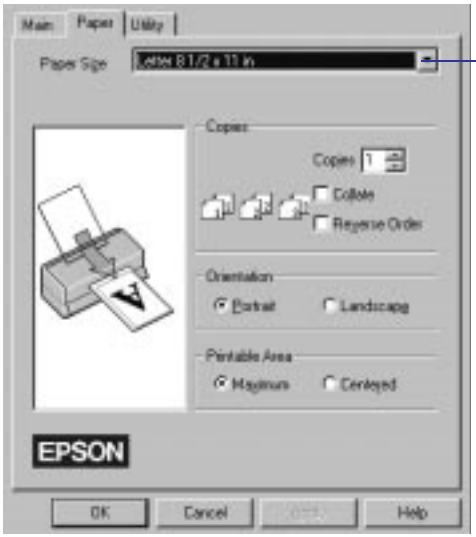
Follow these steps to print a banner or other custom size document on a Windows computer:

1. Create the document in your word processor or other application software. You can create a banner in either portrait or landscape orientation.

2. Click the **Print** icon or choose **Print** or **Print Setup** from the File menu. You see a printing dialog box.

3. Make sure your printer is selected, and then click the **Printer**, **Setup**, **Properties**, or **Options** button. (You may have to click a combination of these buttons.) You see the Main printer settings dialog box, as shown on page 1-2.

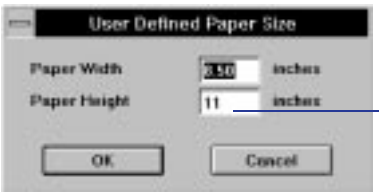
4. Click the **Paper** tab. You see a dialog box like the following:



Click to display list of paper sizes.

5. Choose the paper you want to use from the Paper Size list. If you want to print a banner or other custom-size document, choose User Defined.

   If you choose User Defined, the following dialog box appears:



6. To print a banner, type 8.5 inches for the Paper Width and 44 inches for the Paper Height. (This works for both "landscape" and "portrait" style banners.) Click OK.

7. Choose Portrait or Landscape if you haven't already specified the orientation in your application software. Set the printable area if necessary.

8. Click OK again to return to the Main printer settings dialog box. Make sure you choose Plain Paper and the other settings you want to use, and then click OK. Click Close, OK, or Print to print your banner. You may need to click a combination of these buttons.

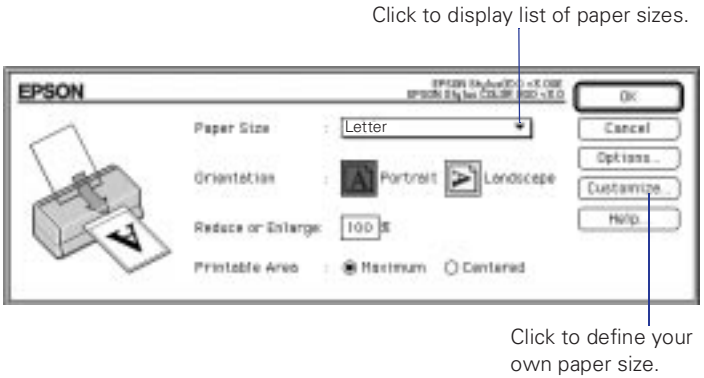
Printing a Banner from a Macintosh

Follow these steps to print a banner or other custom size document on a Macintosh:

1. Create the document in your word processor or other application software. You can create a banner in either portrait or landscape orientation.

2. Choose Page Setup from the File menu.

You see a dialog box like the following:



3. Choose **Portrait** or **Landscape**, depending on the orientation of the banner or document you created. Set the printable area if necessary.

4. Choose the paper you want to use from the **Paper Size** list. If you want to print a banner or other custom-size project, click the **Customize** button. The following dialog box appears:

5. Click the **New** button. The dialog box changes:

You can create up to eight custom paper sizes. If you give each one a unique name, you'll be able to reuse them by selecting them from the Page Size list in the Page Setup dialog box.

6. Type a name for your custom size in the New Paper Size box.

7. To print a banner, type 8.5 inches for the Width and 44 inches for the Height. (This works for both "landscape" and "portrait" style banners.) Click OK, then OK again.

8. Choose Print from the File menu or click the Print icon in your application. You see a printer settings dialog box like the one shown on page 1-6. Make sure you choose Plain Paper and the other settings you want to use, and then click Print to print your banner.

3 Custom Printing

When you want to print presentation graphics, photographs, or other special projects, you can use the custom settings in your EPSON Stylus COLOR 800 software. You can choose predefined settings or adjust individual options like brightness, contrast, saturation, and halftoning. For professional-quality color accuracy, you can use Image Color Matching (ICM) under Windows 95 or ColorSync on the Macintosh.

This chapter includes the following information:

- Using predefined advanced settings
- Customizing print quality and special effects
- Customizing color settings
- Using ColorSync on the Macintosh
- Saving custom settings

Using Predefined Advanced Settings

Predefined settings provide an easy way to fine-tune your printer's operation for special purposes. Follow these steps to print with predefined settings:

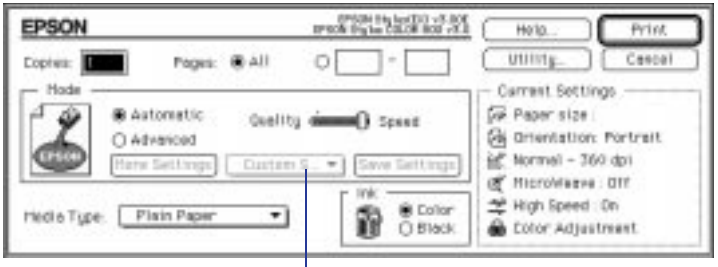
1. Create your document, image, or project in your application software.

2. Access the Main printer settings dialog box as described on page 1-2 (Windows) or page 1-6 (Macintosh).

   You see one of the following dialog boxes:

Click **Advanced**, then click here to see a list of project types.

Windows



Macintosh

Click **Advanced**, then click here to see a list of project types.

Note
When you use advanced settings, the Quality/Speed slider disappears.

3. Choose Color or Black ink.

4. Click **Advanced**, and then **Custom Settings**. You see the list of project types.

5. Follow these guidelines to choose the right setting for your project:

   - **Photo**
     For printing scanned photographs. Increases contrast in the image.
   - **Text/Graph**
     For printing graphics-intensive documents like presentation pages with charts and graphs. Intensifies colors and lightens the midtones and highlights.
   - **Video/Digital Camera**
     For images captured from a digital camera or video. Increases color brightness and makes the image sharper.
   - **Economy**
     For rough drafts of text only, on plain paper. Saves ink.
   - **ICM** (Windows 95 only)
     Automatically adjusts printout colors to match the colors on your screen.
   - **ColorSync** (Macintosh only)
     Automatically adjusts printout colors to match the colors on your screen. For more information, see page 3-9.

Note:
See Chapter 2 for information about using special media.

6. Choose the **Media Type** you want to print on. The available media are limited by the project you choose. For example, you can't use plain paper or transparencies with the **ICM** or **ColorSync** settings.

7. Click **Print** (Macintosh) or **OK** (Windows). If you're using Windows, click any other buttons that your application uses for printing.

Tip

After you customize your print settings for a special project, you can save them as a group. Then you can reuse them whenever you print a similar project. See page 3-11 for instructions.

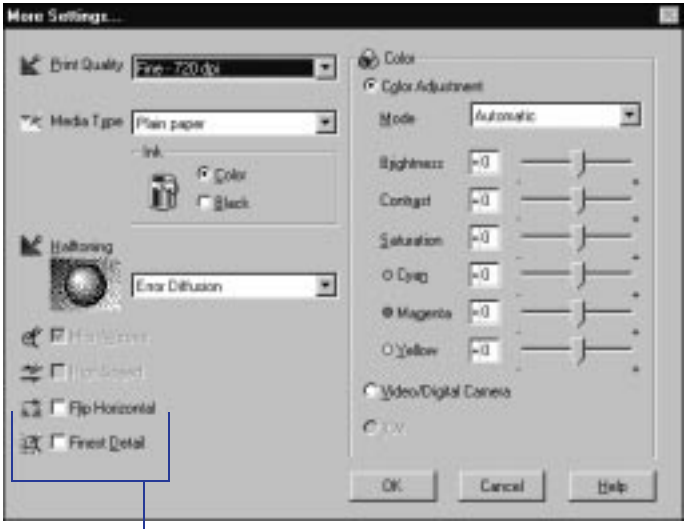
Customizing Print Quality and Special Effects

If you need the maximum control over your project, or you want to experiment with special effects, you can adjust individual settings in your printer software. Follow these steps:

1. Create your document, image, or project in your application software.

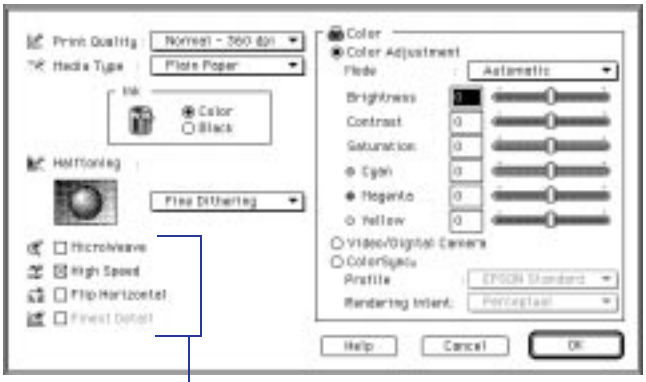
2. Access the Main printer settings dialog box as described on page 1-2 (Windows) or page 1-6 (Macintosh).

3. Click **Advanced**, and then click **More Settings**. You see the More Settings dialog box:



Windows

Some of these options are automatically set or disabled by other settings you choose.



Macintosh

Some of these options are automatically set or disabled by other settings you choose.

Note:
The **Print Quality** option you choose limits your choice of **Media Types**.

4. Choose one of the following **Print Quality** options:

   - **Economy**
     For low-resolution rough drafts on plain paper. Saves ink.
   - **Normal - 360 dpi**
     For most documents on plain paper, transparencies, or 360 dpi Ink Jet paper.
   - **Fine - 720 dpi**
     For high-resolution output. Works best on Photo Quality media.
   - **SuperFine - 1440 dpi**
     For the highest-resolution output on Photo Quality media only.

5. Choose the **Media Type** and **Ink** settings you want to use, following the guidelines in Chapters 1 and 2.

6. Choose one of the following **Halftoning** options:

   - **No Halftoning**
     For printing black text only.
   - **Error Diffusion**
     For printing photographic or video/digital camera images. Blends each dot of color with the surrounding dots.
   - **Dithering**
     For printing charts, graphs, and other images that require precise, solid areas of bright colors. Arranges dots in orderly patterns. Use **Coarse** for images with more shading and less detail. Use **Fine** for images with more detail and less shading.

7. Choose any of the following options. Some of these settings are automatically selected or disabled by the **Print Quality** (resolution) you choose.

   - **MicroWeave**
     For improved print quality. Prints graphic data in finer increments to eliminate unwanted banding effects (light horizontal lines). Always use for color printing.
   - **High Speed**
     For fast, bidirectional printing at lower quality.
   - **Flip Horizontal**
     Prints a mirror image of your document. Use for printing with iron-on transfer paper. When you iron the printout onto a T-shirt or other item, it will read correctly.
   - **Finest Detail**
     For printing text, graphics, and line art with very sharp edges. Slows print speed and increases your system memory requirements.

8. Click **OK** if you're ready to print, or see the next section if you want to adjust your printer's color settings.

If vertical lines in your printout are misaligned when you use the **High Speed** setting, you may need to align the print heads. See Chapter 5 for instructions.

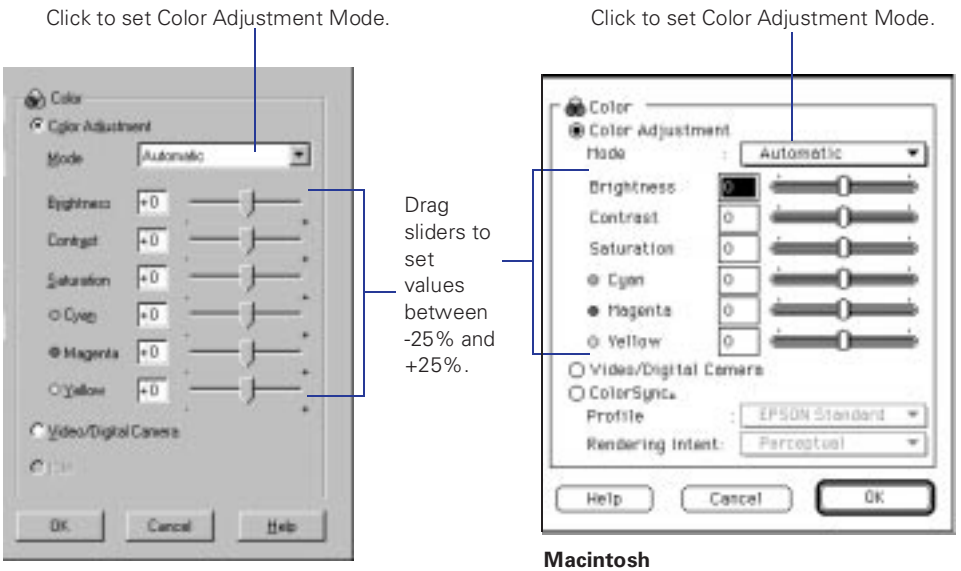
Customizing Color Settings

You can choose from several color adjustment modes or manually adjust brightness, contrast, and saturation. For professional color correction, you can set individual CMY color values. To achieve the maximum color accuracy, you can use Image Color Matching (ICM) under Windows 95 or ColorSync on the Macintosh.

Follow these steps to customize your color settings:

1. Access the More Settings dialog box as described on page 3-4.

   The color settings appear on the right side of the dialog box, as shown:



Windows **Macintosh**

2. Choose one of the following Color Adjustment Modes:

   - Automatic
     Analyzes the color information in your project and optimizes color correction accordingly.
   - Photo-realistic
     For printing color photographs.
   - Vivid
     For printing graphics-intensive documents like presentation pages with charts and graphs. Intensifies colors and lightens the midtones and highlights.
   - No Color Adjustment (Macintosh only)
     Choose this mode only if you're using ColorSync.

3. If you want to specify individual color correction values, use the sliders to increase (drag right) or decrease (drag left) the settings listed below. (If you want to use the options described in step 4, you won't be able to specify individual color correction values.)

   - Brightness
     Makes your image lighter or darker.
   - Contrast
     Increases or decreases the difference between the bright or dark parts of an image.
   - Saturation
     Makes colors more vivid or less vivid.
   - Cyan, Magenta, Yellow
     Increases or decreases the amount of the three ink colors that combine to make a full-color picture. Use these sliders to fine-tune the color balance in your printout.

Note:
When you choose Video/Digital Camera, ICM, or ColorSync, all the other color options are preset.

4. Choose **Video/Digital Camera**, **ICM** (Windows 95) or **ColorSync** (Macintosh):

   - **Video/Digital Camera**
     Use for printing images captured from a digital camera or video. Increases color brightness and makes the image sharper.
   - **ICM** (Windows 95 only)
     Automatically adjusts printout colors to match colors on the screen.
   - **ColorSync** (Macintosh only)
     Automatically adjusts printout colors to match colors on the screen. See "Using ColorSync on the Macintosh" for more information.

5. Click **OK** to return to the Main printer settings dialog box.

6. Click **Save Settings** if you want to save your custom settings as a group that you can reuse for special projects. See page 3-11 for more information about saving settings.

7. Click **Print** (Macintosh) or **OK** (Windows). If you're using Windows, click any other buttons that your application uses for printing.

For more information about color matching and working with color, see *Print It in EPSON Color*, the booklet that came with your printer.

Using ColorSync on the Macintosh

Every device you use for producing or viewing colors—your monitor, scanner, and printer—uses a different color technology. That's why it's difficult to get printed colors to match the colors displayed on your monitor or other device. The Macintosh ColorSync system helps you control all your devices so their colors match your printer's as closely as possible.

ColorSync uses profile information from each device—including your EPSON Stylus COLOR 800 printer—to achieve accurate color matching. First you have to make sure your monitor's profile is set. Then you can use your printer software to specify the exact method of color matching you want to use.

Follow these steps to set your monitor's ColorSync profile and use your printer software's ColorSync features:

1. Open the ColorSync System Profile under ControlPanels on the Apple menu.
2. Click the Set Profile button.
3. Select your monitor from the list, and then click Select.
4. Access the More Settings dialog box as described on page 3-4.
5. Click ColorSync.
6. For Profile, choose EPSON Standard.
7. Choose one of the following options for Rendering Intent:
   - Perceptual
     For printing scanned photographs.
   - Saturation
     For printing graphics-intensive documents like presentation pages with charts and graphs.
   - Colorimetric
     For matching colors on your screen as exactly as possible, within the limits of desktop technology. Reproduces colors the way your eye distinguishes them.
8. Click OK, and then click Print.

Note:
The EPSON Standard profile is custom-designed for your printer. If you use a scanner or other color imaging equipment, you may have other profiles on your Macintosh.

Saving Custom Settings

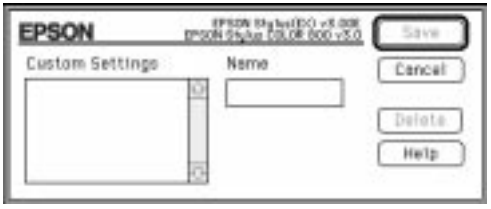
After you've fine-tuned your printer settings for a special project, you can save the settings as a group. Then you can quickly reuse them the next time you print a similar project. Follow these steps:

1. Customize your printer settings as described in this chapter.

2. Click the Save Settings button on the Main printer settings dialog box.

   You see one of the following:

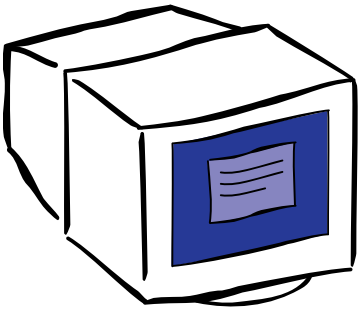
Windows



Macintosh

3. Type a unique name for your settings and click the Save button.

   The name you choose will now be available on the Main printer settings dialog box when you click Advanced, and then Custom Settings.



4 Managing Print Jobs and Network Printing

Your printer software includes several utilities for managing print jobs. You can use them to schedule large jobs for convenient times, monitor your printer's status, and handle network printing. If you're using your printer on a network, you need to follow special setup procedures.

This chapter provides instructions for the following:

- Managing Print Jobs in Windows
- Managing Print Jobs on a Macintosh
- Network Printing on a PC
- Newwork Printing on a Macintosh

Managing Print Jobs in Windows

Your Windows printer software includes two management utilities: the Spool Manager and Status Monitor.

- The Spool Manager starts automatically when you send a job to the printer. It allows you to print in the background while you continue to work on your computer and to queue jobs to print at a later time. If you're using your printer on a network, it also handles multiple print jobs that come in at the same time.

Note:
The Status Monitor doesn't work if you're printing over a network.

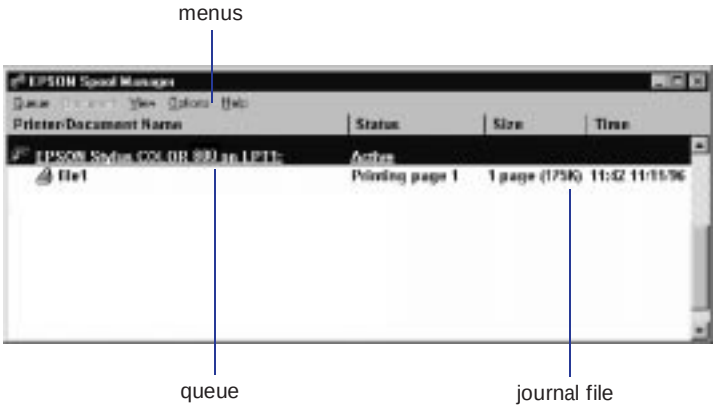
- The Status Monitor, which is available only if you're using Windows 95, also starts automatically when you send a job to the printer. It displays in the lower right corner of your screen to alert you about printer and ink status, as described on page 1-5.

Using the Spool Manager

The Spool Manager works like the Windows Print Manager.

- To open it while you're printing, click the Spool Manager icon that appears on the Taskbar (Windows 95) or at the bottom of your desktop (Windows 3.1).
- To open the Spool Manager at any time, double-click the Spool Manager4 icon in the EPSON program group or folder.

You see the Spool Manager window:



When you send a job to your printer, your printer software creates a temporary *journal* file, stores it in the C:\TEMP or C:\WINDOWS\TEMP folder or directory, and assigns it to a print queue. The software then sends the file to your printer at the right time.

The Spool Manager window displays the status of your print queues and journal files and lets you control them. Here are some of the things you can do:

- Hold or release a queue
- Send journal files to your printer over a network
- Hold, re-queue, or delete a journal file
- Select the information you want to see in the Spool Manager window
- Prevent the Despooler popup window from appearing on your screen whenever you print
- Change your default spool directory

For information about any of these procedures and more, use the Spool Manager Help menu.

Deleting a Stalled Print Job

If you're having trouble printing, it may be because of a stalled print job. Follow these steps to delete it so you can continue printing:

1. Open the Spool Manager as described on page 4-2.
2. Click on any print jobs marked **Held**, then open the Document menu and click **Delete**.
3. Exit Spool Manager and try printing again.

Changing the Default Spool Directory

If you get an error message when you try to print, or printing is very slow, you can try changing your default spool directory. Follow these steps:

1. Make a directory on your hard drive where you want Spool Manager to store journal files, for example, C:\SPLTEMP.
2. Open the Spool Manager as described on page 4-2.

3. Make sure EPSON Stylus COLOR 800 is selected, and then choose **Setup** from the Queue menu. The Queue Setup dialog box appears.

4. Change the spool directory to the one you created in step 1. Also make sure **Use Print Manager for this port** is checked. (If you don't see the Status Monitor when you print, make sure it's unchecked.) Then click **OK**.

5. Choose **Default Spool Directory** from the Options menu.

6. In the dialog box, change the spool directory to the one you created in step 1. Then click **OK**.

7. Close Spool Manager.

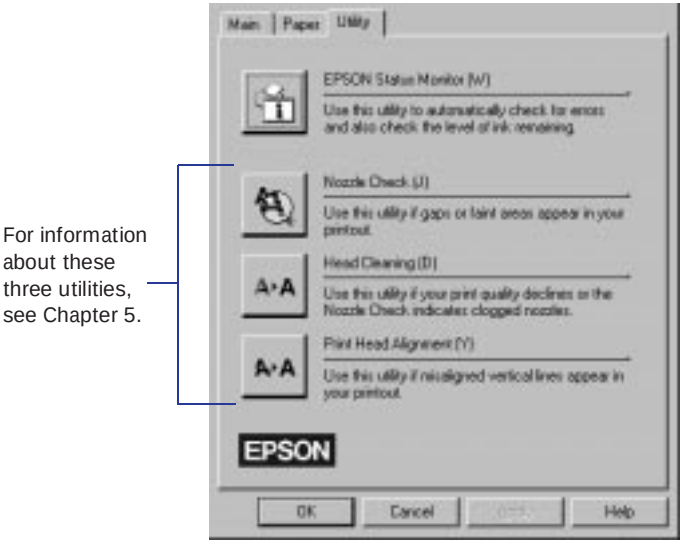
Using the Status Monitor

The Status Monitor, available only if you're using Windows 95, displays automatically when you send a job to the printer. However, you can use it at any time to see how much ink you have left. Follow these steps:

1. Access the Main printer settings dialog box as described on page 1-2 or 1-4.

2. Click the **Utility** tab.

You see the Utility menu:


Main
Paper
Utility
EPSON Status Monitor (W)
Use this utility to automatically check for errors and also check the level of ink remaining.
Nozzle Check (J)
Use this utility if gaps or faint areas appear in your printout.
Head Cleaning (D)
Use this utility if your print quality declines or the Nozzle Check indicates clogged nozzles.
Print Head Alignment (Y)
Use this utility if misaligned vertical lines appear in your printout.
EPSON
OK
Cancel
Help

For information about these three utilities, see Chapter 5.

3. Click the Status Monitor icon. You see the Despooler window with the Status Monitor at the bottom:

4. Check the amount of ink you have left. For more information about the Despooler window, see page 1-5.

Enabling the Status Monitor

If the Status Monitor doesn't appear on the Despooler window, you may need to check your bidirectional spool settings. Follow these steps:

1. Click **Start**, point to **Settings**, and then point to **Printers**.
2. Right-click the EPSON Stylus COLOR 800 icon.
3. Select **Properties**. Then click the **Details** tab.
4. Click **Spool Settings**.
5. Make sure **Enable bi-directional support for this printer** is turned on. Then click **OK**.

Managing Print Jobs on a Macintosh

Your Macintosh printer software includes two management utilities: Monitor2 and Status Monitor.

- If you're using background printing, Monitor2 starts automatically when you send a job to the printer. It handles background printing while you continue to work on your Macintosh and lets you track documents that are waiting to be printed.
- The Status Monitor alerts you to any problems that occur during printing. You can also use it at any time to see how much ink you have left.

Using Monitor2

The Monitor2 utility lets you continue to work on your Macintosh while your document is printing. However, background printing is slower and may also slow down your system.

If you want to use this utility, you need to turn on background printing in the Chooser and increase the memory allocation for Monitor2. Follow these steps to turn on background printing and use the Monitor2 utility:

1. Open the Chooser from the Apple menu and make sure your EPSON Stylus COLOR 800 printer is selected.

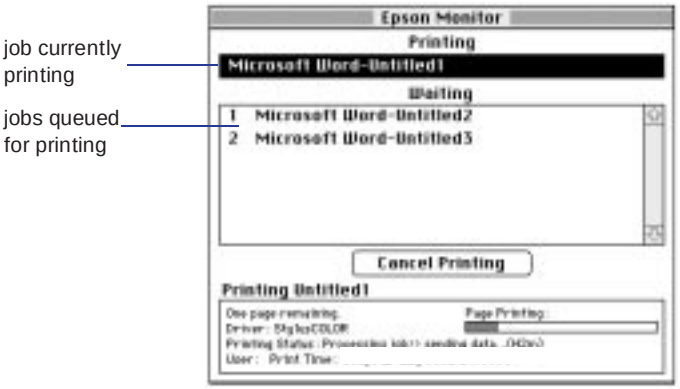
2. Under **Background Printing**, click **On** and close the Chooser.

3. Select EPSON Monitor2 in your System folder.

4. Choose **Get Info** from the File menu.

5. Set the Memory Requirements to 2000 or 3000, depending on your system's available RAM.

6. While you're printing, click the **EPSON Monitor2** icon on the Application menu at the right end of the menu bar. You see a dialog box like the following:



7. You can select a job and cancel it or just use this window to track the printer's progress.

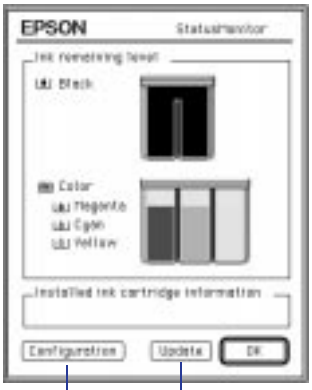
Using the Macintosh Status Monitor

You can use the Status Monitor to check the level of ink in your printer and to control the way your software warns you about printer problems. Follow these steps:

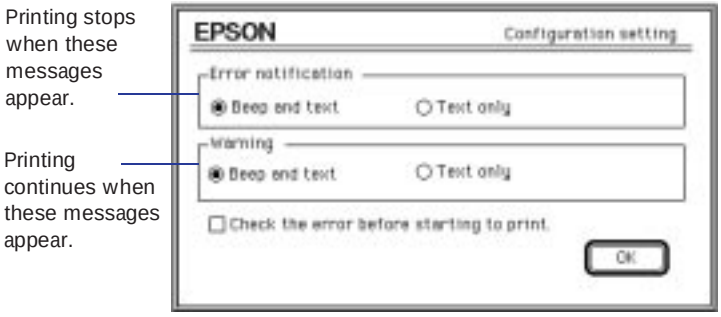
1. Choose Print from the File menu or click the Print button in your application. You see the printer settings dialog box.

2. Click the Utility button. You see the Utility menu:

3. Click the StatusMonitor icon. The software checks the amount of ink remaining in the printer and displays the StatusMonitor window:



4. If you want to change printer messages and warnings, click the Configuration button. You see the following dialog box:



5. Choose the options you want and click OK.

Note:
If you need to install a network interface board in your printer, see Appendix A for instructions.

Network Printing on a PC

You can use your printer on a network under Windows 95 or other network operating systems. First you need to set up your printer, using either your printer software's built-in network support or the network's LPT port redirection functions.

When you use your printer's built-in support, the Spool Manager sends journal files from your computer to a shared directory on a network server. These files can then be printed from another computer attached to the printer.

First you need to run Spool Manager and identify the shared directory to use for journal files. After you set this up on the computer connected to the printer (the host system), you need to perform a similar procedure on each remote system on the network.

Under Windows 95, you also need to specify the port and network path to the printer.

Setting Up the Host System

Follow these steps to set up the computer connected to the printer:

1. Create an icon for the EPSON Spool Manager (EPSPLMGR.EXE in the \WINDOWS\SYSTEM folder or directory).
2. Place this icon in the Startup folder.
3. Open the Spool Manager window as described on page 4-2.
4. In the Spool Manager window, double-click the queue you want to use for network printing. The Queue Setup dialog box appears.
5. Click the **Remote Despool** tab and then click the **Printing from remote queues** option.
6. Click the **Browse** button and select the remote server directory that will receive journal files.
7. Click **OK** and minimize the Spool Manager.

Setting Up Remote Systems

Follow these steps to set up computers on the network:

1. Create an icon for the EPSON Spool Manager (EPSPLMGR.EXE in the \WINDOWS\SYSTEM folder or directory).
2. Open the Spool Manager window as described on page 4-2.
3. In the Spool Manager window, double-click the queue you want to use for network printing. The Queue Setup dialog box appears.
4. Click the **Spool to remote printer** button.

5. Click the **Browse** button and select the directory you're using for journal files on the host system.

6. Click **OK** and minimize the Spool Manager.

Setting Up Your Network Path in Windows 95

If you want to use your printer on a network running Windows 95, you need to set up the port and network path on the computer connected to the printer. Follow these steps:

1. Double-click **My Computer**.

2. Double-click the **Printers** folder.

3. Right-click the **EPSON Stylus COLOR 800** icon and choose **Properties**.

4. Click the **Details** tab. A dialog box like the following appears:

5. Click the **Add Port** button, then specify the network path to the printer and click **OK**.

6. Open the Spool Manager window as described on page 4-2.

7. In the Spool Manager window, double-click your printer's queue. The Queue Setup dialog box appears.

8. Make sure the **Use Print Manager for this port** option is checked. Then click **OK**.

Network Printing on a Macintosh

If you want to use your printer on an AppleTalk™ network, you need to install one of the optional interface boards: either the LocalTalk™ board or the Ethernet™ board. See Appendix A for more information about optional interfaces.

Then you can use the EPSON Namer utility and set up your printer in the Chooser. The EPSON Namer was installed on your hard drive along with the other printer software.

Assigning a Name to the Printer

Follow these steps to use the EPSON Namer utility:

1. Double-click the **EPSON Namer** icon on your hard drive.

2. Click the **EPSON Stylus(AT)** icon in the Device Types window.

3. Select the zone where your printer is located.

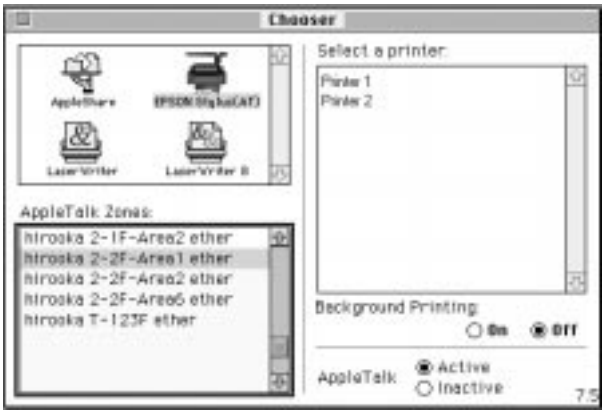
4. Under **New Name**, type a name from your printer to distinguish it from other printers on the network.

5. Click **Rename** and then click **Done**.

Using the AppleTalk Connection

Make sure your printer is turned on and then follow these steps to set up your printer on an AppleTalk network:

1. Open the Chooser from the Apple menu. You see a dialog box like the following:



2. Click the EPSON Stylus(AT) icon.

3. Select the AppleTalk zone you want to use. A list of all printers connected to the selected zone appears on the right.

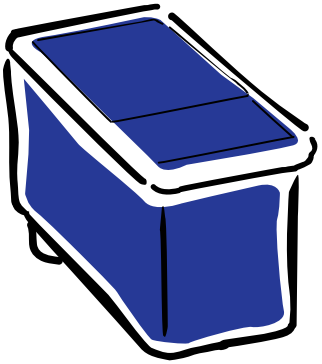
4. Click the name you assigned to your EPSON Stylus COLOR 800. You see a prompt asking you to confirm your choice.

5. Click OK.

   If your printer name doesn't appear, make sure the printer is turned on and correctly connected, then click RETRY.

6. To ensure compatibility, leave Background Printing turned off.

7. Close the Chooser when you're finished.



5 Maintenance and Transportation

It's easy to keep your EPSON Stylus COLOR 800 printer working at its best. All you have to do is follow the simple instructions in this chapter for replacing ink cartridges, moving the printer, and performing routine maintenance. You can use your printer software utilities to clean and align the print heads whenever necessary.

This chapter covers the following procedures:

- Replacing an ink cartridge
- Cleaning the print heads
- Aligning the print heads
- Cleaning the printer
- Transporting the printer

Caution:
To ensure good results, use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

Replacing an Ink Cartridge

When a black or color ink out light flashes, the indicated cartridge is low on ink. This is a good time to make sure you have a new cartridge. When the light stays on, the cartridge is empty and you need to replace it.

When you need new ink cartridges, contact your dealer or call EPSON Accessories at **(800) 873-7766** (U.S. only). In Canada, please call **(800) 873-7766** for dealer referral.

Use these EPSON ink cartridges within six months of installing them and before the expiration date on the package:

- Black ink cartridge S020108
- Color ink cartridge S020089

When the color ink out light comes on, you can continue to print with black ink. Simply turn the printer off and then back on again. When you print, make sure you choose **Black** as the Ink setting in your printer software.

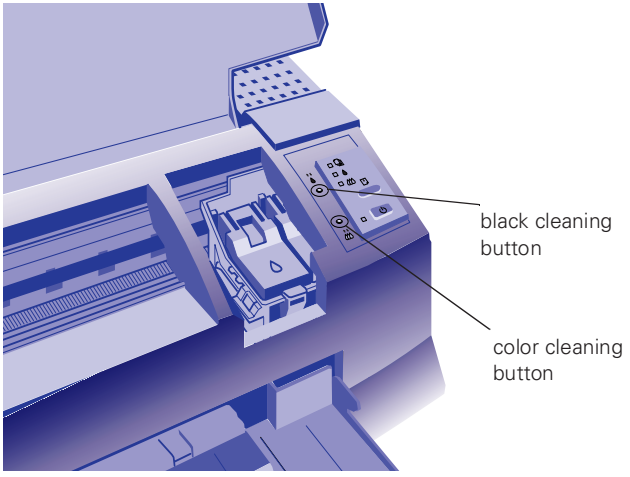
Removing an Empty Ink Cartridge

Caution:
To avoid damaging the printer, never move the print heads by hand.

You can replace a cartridge when the black or color ink out light is either flashing or on. Make sure the printer is turned on and not printing before you start. Then follow these steps:

1. Determine which cartridge needs to be replaced.

2. Lower the output tray and raise the printer cover. Then locate the black and color cleaning buttons next to the control panel under the printer's cover.



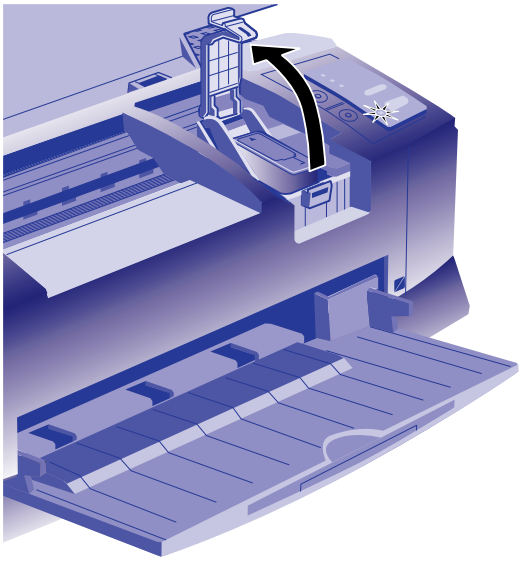
Caution:
If you press the cleaning button when no ink out light is flashing or on, the printer cleans the print heads, as described on page 5-6. If you need to replace an ink cartridge before the lights flash (because the ink is too old, for example) follow the instructions on page 5-5.

3. Press the black or color cleaning button and hold it for three seconds.

Caution:
Don't open the clamp or remove a cartridge except to replace it with a new one. Once you remove a cartridge, you can't reuse it, even if it contains ink.

The print heads move slightly left and the ⏻ power light begins flashing. (The print heads return to their home position if you don't proceed to step 4 within 60 seconds.)

4. Pull up the ink cartridge clamp. (Although the illustration shows the black ink cartridge, the procedure is the same for replacing the color ink cartridge.)



The cartridge rises up from its holder.

Warning:
If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.

5. Lift the cartridge out of the printer and dispose of it carefully.

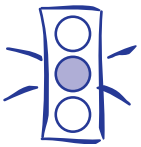
6. Follow the steps in the next section to install the new ink cartridge.

Installing the New Cartridge

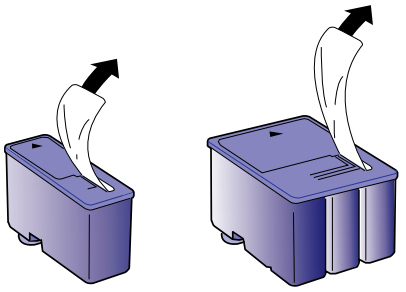
Once you have removed the empty cartridge, you're ready to install the new one. Follow these steps:

1. Remove the new ink cartridge from its packaging.

2. Remove the yellow tape seal as shown:

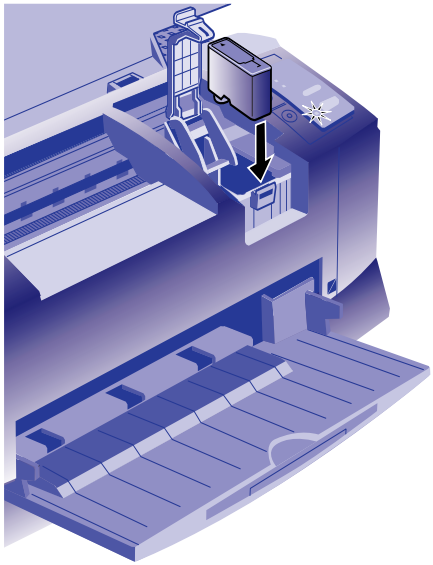


Caution:
You must remove the yellow tape seal from the top of the cartridge; leaving the tape on will permanently damage it. Do not remove the clear seal from the bottom of the cartridge; ink will leak out.



black cartridge color cartridge

3. Lower the ink cartridge into its holder with the label facing up and the arrow pointing to the back of the printer.



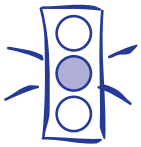
4. Press down the ink cartridge clamp until it locks in place.

5. If you need to replace the other ink cartridge, follow the steps under "Removing an Empty Ink Cartridge," and then steps 1 through 4 under "Installing the New Cartridge."

6. Press the load/eject button and close the printer cover.

   The printer moves the print heads and begins charging the ink delivery system. (Even if you don't press the button, ink charging begins 60 seconds after you close the clamp.)

   The power light flashes, and the printer makes various sounds. Charging takes about two minutes. When it's finished, you can print again.



Caution:
Never turn off the printer while the power light is flashing.

Replacing an Outdated Ink Cartridge

If an ink cartridge is more than six months old, you may need to replace it. How can you tell? You may notice that your printouts don't look as good as they used to. If print quality doesn't improve after cleaning and aligning the print heads, you can replace one or both cartridges.

Follow these steps to replace an ink cartridge before the black or color ink out light is flashing or on:

1. Make sure the printer is turned on and not printing.

2. Lower the output tray and raise the printer cover. Then locate the black and color cleaning buttons next to the control panel under the printer's cover.

3. Press both the black and color cleaning buttons and hold them down for a few seconds until the print heads move to the left.

   - To replace the black ink cartridge, follow the instructions beginning with step 4 on page 5-3.
   - To replace the color ink cartridge, press the color cleaning button and hold it down for a few seconds. After the color ink cartridge moves to the left, follow the instructions beginning with step 4 on page 5-3.

Caution:
To avoid damaging the printer, never move the print heads by hand.

Cleaning the Print Heads

If your printed image is unexpectedly light or faint, or dots are missing from the image, you may need to clean the print heads. This unclogs the nozzles so they can deliver ink properly.

Cleaning the print heads uses ink, so clean them only if print quality declines. You can clean the print heads in either of the following two ways:

- With the Head Cleaning utility in your printer software (when the printer is on a local port rather than a network)
- Using the printer's control panel buttons

Using the Head Cleaning Utility

Follow these steps to run the utility from a Windows computer or a Macintosh:

1. Make sure the printer is turned on but not printing, and the black and color ink out lights are off.
2. Access the main printer settings dialog box as described in Chapter 1.
3. Click the Utility tab (Windows) or the Utility button (Macintosh). You see the Utility menu.
4. Click the Head Cleaning icon.
5. Follow the instructions on the screen to clean one or both print heads. Cleaning each head takes about two minutes, during which the printer makes some noise and the power light flashes.

   When the power light stops flashing, you need to run a nozzle check.

Caution:
Never turn off the printer while the power light is flashing.

6. Make sure paper is loaded in the printer and click **Print nozzle check pattern** (Windows) or **Confirmation** (Macintosh). See page 5-8 for instructions on examining the nozzle check pattern.

If your print quality has not improved, repeat the steps above. If you don't notice any improvement after doing this four or five times, check the print quality solutions in Chapter 6.

Using the Control Panel To Clean the Print Heads

Follow these steps to clean the print heads using the control panel buttons:

1. Make sure the printer is turned on and not printing, and that the black and color ink out lights are off.

2. Open the printer cover.

3. Press the black or color cleaning button and hold it for three seconds. Cleaning takes about two minutes, during which the printer makes some noise and the power light flashes.

4. When the power light stops flashing, repeat step 2 for the other print head if necessary.

   After you're finished cleaning and the power light stops flashing, you need to run a nozzle check.

5. Access the main printer settings dialog box as described in Chapter 1.

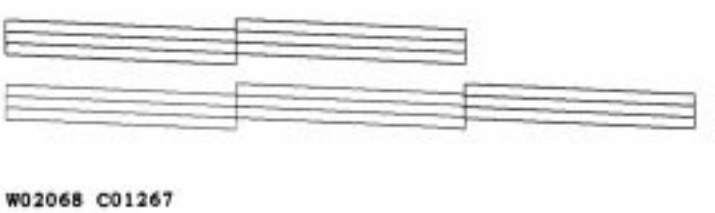
6. Click the **Utility** tab (Windows) or the **Utility** button (Macintosh). You see the Utility menu.

7. Click the **Nozzle Check** icon. See the next section for instructions on examining the nozzle check pattern.

If your print quality has not improved, repeat the steps above. If you don't notice any improvement after doing this four or five times, check the print quality solutions in Chapter 6.

Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print after cleaning the print heads. It should look something like this, with the lower pattern colored cyan, magenta, and yellow:



Each staggered horizontal and straight vertical line should be complete, with no gaps in the dot pattern. If your printout looks okay, you're done. If any dots are missing, clean the print heads again, as explained in the previous sections.

Aligning the Print Heads

If your printouts contain misaligned vertical lines, you may need to align the print heads. You can align the print heads in either of the following two ways:

- With the Print Head Alignment utility in your printer software (when the printer is on a local port rather than a network)
- Using the printer's control panel buttons

Caution:
Load paper that's at least 8.27 inches (210 mm) wide. This prevents ink from spraying inside the printer and smudging your printouts.

Using the Print Head Alignment Utility

Follow these steps to run the utility from a Windows computer or a Macintosh:

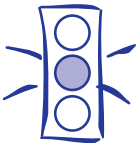
1. Make sure the printer is turned on and paper is loaded.
2. Access the main printer settings dialog box as described in Chapter 1.
3. Click the Utility tab (Windows) or the Utility button (Macintosh). You see the Utility menu.
4. Click the Print Head Alignment icon.
5. Follow the instructions on the screen to print a test page and select the correct alignment.

Using the Control Panel To Align the Print Heads

Follow these steps to align the print heads using the control panel buttons:

1. Make sure the printer is turned off and paper is loaded.
2. Open the printer cover.
3. Hold down the load/eject button and the black cleaning button and turn on the printer. Then release the buttons.

   The printer prints an instruction sheet that tells you how to align the print heads.
4. Follow the instructions on the printed sheet.
5. When you're finished, turn off the printer to exit the alignment mode.



Caution:

- Don't touch the gears inside the printer.
- Never use alcohol or thinner for cleaning; they can damage the printer components and case.
- Don't use a hard or abrasive brush.
- Don't get water on the printer components.
- Don't spray lubricants or oils inside the printer.

Cleaning the Printer

To keep your printer working at its best, you should clean it several times a year, following these steps:

1. Turn off the printer, unplug the power cord, and disconnect the printer cable.
2. Remove all the paper from the sheet feeder.
3. Carefully clean away dust and dirt with a soft brush.
4. Clean the exterior of the printer with a soft, damp cloth. Keep the printer cover closed so water doesn't get inside.
5. Clean ink out of the printer's interior with a soft, damp cloth.

Caution:
To avoid damage, always leave the ink cartridges installed when transporting the printer.

Transporting the Printer

If you want to move your printer some distance, you need to prepare it for transportation and repack it in the original box. Follow these steps:

1. Turn on the printer and wait until the print heads lock in the far right position. Then turn off the printer.

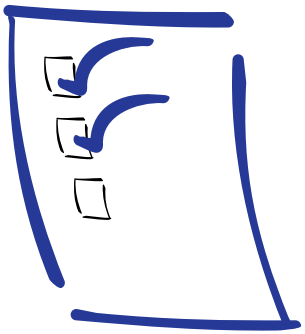
2. Unplug the power cord from the electrical outlet. Then disconnect the interface cable from the printer.

3. Remove any paper from the sheet feeder and remove the paper support.

4. Push in the output tray extensions and close the tray.

5. Repack the printer and attachments in the original box using the protective materials that came with it. See the Notice Sheet that was packed with the printer.

Be sure to keep the printer flat as you transport it. If you notice a decline in print quality after transporting the printer, clean the print heads; if output is misaligned, align the print heads. See the instructions in this chapter.



6 Troubleshooting

As you use your printer, you may occasionally experience a paper jam or other problem. The first thing you should do is try to diagnose the problem, following the guidelines in this chapter. Then try the most likely solutions until the problem is fixed.

This chapter tells you everything you need to know about the following:

- Diagnosing problems
- Improving print quality
- Solving printing problems
- Fixing paper jams and other paper problems
- Solving miscellaneous printout problems

Your printer provides a number of ways to help you diagnose problems:

- To identify the most common problems, read the lights on the printer's control panel. See the following section for more information.
- You can also use the Status Monitor utility to identify common problems. For instructions, see page 1-5 (Windows 95) or page 4-8 (Macintosh).
- To determine whether the problem is caused by the printer itself, run a self test. See page 6-3 for instructions.

- You can use the printer's hex dump mode to pinpoint communication problems. Then you can fax the printout to a technical support representative or interpret it yourself. See page 6-3 for instructions.
- For the latest information, check the EPSON Stylus COLOR 800 Help program and the ReadMe file in the EPSON program group or folder.
- If none of the suggested solutions in this chapter solve your problem, contact EPSON as described under "Where to Get Help" in the Introduction.

Reading the Control Panel Lights

Follow these guidelines when the control panel lights come on or flash:

When the paper light *flashes*, paper is jammed in the printer. Turn off the printer and gently pull out all paper. Then press the load/eject button. See page 6-14 for more information.

When the paper light *comes on*, your paper ran out or is incorrectly loaded. Load paper in the feeder and then press the load/eject button.

When an ink light *flashes*, your ink supply is low. Make sure you have a replacement cartridge.

When an ink light *comes on*, you need to replace the ink cartridge. See Chapter 5 for instructions.

When the power light and paper light *flash* and all the other lights are on, your printer has a carriage error. See page 6-9 for more information.

When all the lights *flash*, your printer may have an internal error. See page 6-10 for more information.

Running a Self Test

You can run a self test to determine whether the problem comes from the printer itself or the computer.

- If the results are satisfactory, the problem lies in software settings, the interface cable, or your computer.
- If the self test does not print correctly, you have a problem with your printer. See the suggestions in this chapter for possible solutions.

Follow these steps to run the test:

1. Make sure both the printer and computer are turned off.
2. Disconnect the interface cable from the printer.
3. Make sure paper is loaded in the feeder.
4. Press the load/eject button and hold it down while you press the power button. Continue to hold the buttons until the power light starts to flash.

   The printer prints a nozzle check pattern (shown on page 5-8) and samples of fonts and colors.
5. To end the test, turn off the printer.

Using Hex Dump Mode

You can use the printer's hex dump mode to identify problems if you know how to interpret hex code. Or, you can fax the hex printout to a technical support representative. Follow these steps to use hex dump mode:

1. Make sure the printer is turned off and has paper in the feeder.
2. Open the cover.

3. Hold down the load/eject button and the color cleaning button and press the power button. The printer prints Hex Dump Mode at the top of a page and then stops.

4. Print one or more pages from an application as usual. The printer prints the exact code it receives in hexadecimal format.

Improving Print Quality

If you find that your print quality has been declining, you can often improve it by doing one of the following:

- Clean the print heads following the instructions in Chapter 5.
- Use higher quality paper appropriate for your print job. (See Chapter 2 for a list of EPSON papers).
- Match the Media Type in the main printer settings dialog box to the type of paper or media you loaded in the printer. (See Chapter 1 for details).
- Turn off High Speed mode in the advanced printer settings dialog box, as described in Chapter 3.
- Replace the ink cartridges as described in Chapter 5. (Check the status of the black and color ink out lights first.)

On the following pages are some detailed solutions to specific print quality problems.

Printed image has horizontal banding.

Possible cause	Solution
The **Media Type** setting doesn't match the loaded paper.	Make sure the **Media Type** setting matches the paper or media you're using. Then the printer software can automatically select other settings for the best quality. See Chapter 1 for instructions.
The printable side of the paper is face down.	Remove the paper and reload it with the printable side face up. See Chapter 2 for instructions.
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The ink cartridges are low on ink.	Check the black and color ink out lights to see which cartridge you may need to replace. See Chapter 5.
The **MicroWeave** option is not set.	Turn on **MicroWeave** in the advanced printer settings dialog box. See Chapter 3 for more information.

Vertical lines are misaligned or vertical banding appears.

Possible cause	Solution
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The **High Speed** setting is turned on.	Turn off the **High Speed** setting if vertical lines are misaligned. See Chapter 3 for information.
The print heads are misaligned.	Run the Print Head Alignment utility. See Chapter 5 for instructions.

The printed image has incorrect or missing colors.

Possible cause	Solution
The **Ink** option is set to **Black**.	Change the **Ink** setting to **Color**. See Chapter 1 for instructions.
The **Media Type** setting doesn't match the loaded paper.	Make sure the **Media Type** setting matches the paper or media you're using. Then the printer software can automatically select other settings for the best quality. See Chapter 1 for instructions.
The printable side of the paper is face down.	Remove the paper and reload it with the printable side face up. See Chapter 2 for instructions.

Possible cause	Solution
The **Halftoning** and **Color Adjustment Mode** options are set incorrectly for your document type.	Use the correct settings for the project you're printing, following the instructions in Chapter 3.
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The **ColorSync** settings are incorrect for your document (Macintosh).	Use the **Automatic** mode setting or choose a different **Rendering Intent** setting. See Chapter 3 for more information.
The ink cartridges are low on ink or one or more ink colors are empty.	Check the black and color ink out lights to see which cartridge you may need to replace. See Chapter 5 for instructions.
The colors displayed on your monitor don't match the printed colors.	Because your monitor and printer use different technologies to represent colors, your printed colors can't exactly match the colors you see on your monitor screen. Use the **ICM** (Windows 95) or **ColorSync** (Macintosh) settings. See Chapter 3 for more information.
The color settings in your application software need adjustment.	You may be able to adjust various color settings in your application software. See your software documentation for more information.

The printed image is faint or has gaps.

Possible cause	Solution
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The **Media Type** setting doesn't match the loaded paper.	Make sure the **Media Type** setting matches the paper or media you're using. Then the printer software can automatically select other settings for the best quality. See Chapter 1 for instructions.
The loaded paper is damaged, old, or dirty.	Remove the paper and reload a new stack with the printable side face up. See Chapter 2 for instructions.
The ink cartridges are low on ink.	Check the black and color ink out lights to see which cartridge you may need to replace. See Chapter 5 for instructions.

The printed image is blurry or smeared.

Possible cause	Solution
The printer's adjust lever is in the 0 position.	Set the adjust lever to the + position and try printing again. See Chapter 2 for instructions.
The paper is damp or the printable side is face down.	Remove the paper and reload a new stack with the printable side face up. See Chapter 2 for instructions.
You loaded special media without a support sheet.	Follow the special media loading instructions in Chapter 2 and on the paper packaging for media that require support sheets. Also try loading your media one sheet at a time.
You tried to print on cardboard or other non-recommended media.	Make sure your paper or media meets the specifications listed in Appendix B. If your printouts are still blurry after you change paper, clean the print heads as described in Chapter 5.
The **Media Type** setting doesn't match the loaded paper.	Make sure the **Media Type** setting matches the paper or media you're using. Then the printer software can automatically select other settings for the best quality. See Chapter 1 for instructions.
Multiple sheets entering the output tray are smearing the ink on ejected pages.	Remove each sheet from the output tray as soon as it is printed to prevent smearing, especially if you use transparencies.
Ink has leaked inside the printer.	Clean carefully inside the printer to remove spilled ink. See Chapter 5 for instructions.
The color ink cartridge is empty.	Replace the color ink cartridge following the instructions in Chapter 5 or choose **Black** ink in your printer software.
You're using the **High Speed** and **MicroWeave** settings with a misaligned print head.	Turn off **High Speed** following the instructions in Chapter 3. Run the Print Head Alignment utility following the instructions in Chapter 5.

Photographic images look grainy or rough.

Possible cause	Solution
The print heads are misaligned.	Run the Print Head Alignment utility following the instructions in Chapter 5.
The resolution of your image is too low.	Increase the image resolution using your image-editing software, or decrease the size of the image.

Solving Printing Problems

If the printer won't print, first check that:

- The printer is turned on and the ⏻ power light is on.
- Paper is loaded in the printer.
- The printer is plugged into a working electrical outlet that's not controlled by a switch or timer.
- The interface cable is securely connected to the printer and computer and both are turned on.

If you still can't print, check the following solutions.

All lights are off.

Possible cause	Solution
The printer is not receiving power.	Try these solutions: • Make sure the printer is turned on. • Turn off the power and plug in the power cord securely. • Make sure the outlet is not controlled by a switch or timer and is operable.

Only the ⏻ power light is on, but nothing prints.

Possible cause	Solution
The interface cable is not connected securely.	Turn off your printer and computer. Then make sure the cable is connected securely and meets the printer's specifications. Try printing again.
The printer has an internal problem.	Turn off the printer and computer, disconnect the interface cable, and run a self test as described on page 6-3.
The printer or application software is installed incorrectly.	If the self test works, check your printer and application software for correct installation. If you're printing on a network, you may need to set up your printer for network printing, as described in Chapter 4.
Your computer doesn't have enough memory to handle the file you're printing.	Try one of the following: • Reduce the resolution of your image. • Select fewer colors or a lower resolution for your display or monitor. • Add more memory to your computer.

Possible cause	Solution
Printing is stalled in Spool Manager (Windows).	Delete the stalled print jobs in Spool Manager and resume printing; see Chapter 4 for instructions.
Printing is stalled in Monitor2 (Macintosh).	Open the Extensions folder, EPSON folder, and Spool folder. Then delete any queued files.
The print heads are clogged or the ink cartridges are too old.	If the printer sounds like it's trying to print but doesn't feed paper, clean the print heads; see Chapter 5 for instructions. If cleaning doesn't help, replace the cartridges. For information on cartridge life and replacement instructions, see Chapter 5.

The paper out light is flashing or on.

Possible cause	Solution
If flashing, paper is jammed.	Remove the paper and follow the guidelines for preventing jams as described on page 6-14.
If on, paper is used up or is loaded incorrectly.	Load paper or remove the stack and reload it as described in Chapter 2. Then press the load/eject button to turn off the light and resume printing.

A black or color ink out light is flashing or on.

Possible cause	Solution
If flashing, the ink supply is getting low.	You need to replace the indicated ink cartridge soon; see Chapter 5 for instructions and make sure you have a new cartridge.
If on, the ink cartridge is empty.	You must replace the indicated ink cartridge now to be able to print; see Chapter 5 for instructions.

The and lights are flashing.

Possible cause	Solution
A carriage error has occurred.	Remove any paper in the printer. Press the load/eject button for about 30 seconds. Then press it again. Turn the printer off, wait a few seconds, and then turn it on and try printing again. If the error is not cleared, contact EPSON as described in the Introduction.

All the lights are flashing.

Possible cause	Solution
You haven't removed all the packing material from the printer.	Remove the packing material, following the instructions on the notice sheet in the box. If the printer still doesn't print, contact EPSON as described in the Introduction.
An internal error has occurred.	Turn off your printer, wait a few seconds, and turn it on again. If the lights still flash or stay on, contact EPSON as described in the Introduction.

The printer has finished charging the ink cartridge, but the ⏻ power light is still flashing.

Possible cause	Solution
The ink cartridge clamp isn't locked down.	Press down on the clamp to lock it.
Packing material remains in the carriage.	Remove all packing material, following the instructions on the notice sheet.
The printer needs to initialize.	If the printer is not moving or making noise, but the light is still flashing for more than 5 minutes, turn the printer off. If the light is still flashing when you turn it back on, contact EPSON as described in the Introduction.

The printer software installed with Windows 3.1 doesn't work correctly after you upgrade to Windows 95.

Possible cause	Solution
Your printer software is not set up correctly for Windows 95.	Reinstall the printer software after installing Windows 95.

After you install your printing software, you see the Windows 95 New Hardware found window.

Possible cause	Solution
An operating system error has occurred.	Click **Do not install a driver**, and then click **OK**.

You see a spooling error message (Windows).

Possible cause	Solution
If you see error messages or printing is very slow, the problem may be caused by temporary files.	Change the Spool Manager default directory, following the instructions in Chapter 4.
Your hard drive is too full.	Delete unnecessary files to make room on the drive.
Your computer doesn't have enough memory for the file you're printing.	Try one of the following: • Reduce the resolution of your image. • Select fewer colors or a lower resolution for your display or monitor. • Add more memory to your computer.

You see a memory error message (Macintosh).

Possible cause	Solution
You need to increase the memory allocation for your application, EPSON Monitor2, or both.	Choose **Get Info** from the File menu when EPSON Monitor2 is highlighted and increase the Memory Requirements. See Chapter 4 for more information. Also, turn off background printing if it's on.

In Windows 95, the Status Monitor box does not appear with the Despooler.

Possible cause	Solution
The Windows Print Manager is interfering with the Status Monitor.	Make sure **Use Print Manager for this port** is not checked in the Spool Manager Queue setup. Then check your bidirectional spool settings. See Chapter 4 for instructions.

A portion of your image doesn't print (Macintosh).

Possible cause	Solution
Your system doesn't have enough available memory.	Close any other applications you are running and turn off background printing.
You need to increase the memory allocation for your application, EPSON Monitor2, or both.	Choose **Get Info** from the File menu when the application is active and increase the Memory Requirements. See Chapter 4 for more information.

Printing is too slow.

Possible cause	Solution
Your printer software options are set incorrectly.	For faster printing, try the following: • Set **Print Quality** to **Economy**. • Turn **MicroWeave** off. • Turn **High Speed** on. • Choose **No Halftoning**. • Choose **Black** ink. See Chapters 1 and 3 for more information.
Your system doesn't have enough resources.	• Clear space on your hard disk drive or run a defragmentation utility. • Don't run too many applications at the same time. • Turn off virtual memory. • Increase your system's memory (RAM)
You're using background printing on a Macintosh.	Choose **Get Info** from the File menu and increase the Memory Requirements for EPSON Monitor2 or turn off background printing.
Your port settings are incorrect in Windows 95.	Change your default spool directory and disable port settings as described in Chapter 4.

Your printer switches to the modem port or won't confirm on the printer port (Macintosh).

Possible cause	Solution
Your Macintosh has extension confilcts.	Make sure AppleTalk is inactive. In the Extensions Manager, disable the AppleShare, FileShare, and PrinterShare extensions. Set your printer and any unused Apple printers to the printer port. Then restart your system.
You're using an AppleTalk cable.	Make sure you're using a standard Apple System Peripheral-8 cable. See the Introduction for more information.

Your printer icon doesn't appear in the Chooser (Macintosh).

Possible cause	Solution
Your Macintosh has extension confilcts.	Disable Quick Draw GX in the Extensions Manager. Make sure EPSON Monitor2 and EPSON Stylus Color are enabled, and then restart your Macintosh.

Fixing Paper Problems

You can avoid most paper handling problems by doing the following:

- Use smooth, high-quality media designed for ink jet printers that meets the media specifications in the Appendix.
- Follow all loading and handling instructions included with the media.
- Load the media as described in Chapter 2 with the printable side face up.

If you have problems with paper feeding, paper jams, or ejected paper, check here for solutions.

Paper doesn't feed.

Try this	Then do this
Remove the stack of paper from the sheet feeder.	Check that the paper: • Isn't curled or creased. • Isn't too old. (See Chapter 2 or your paper packaging for more information.) • Isn't loaded above the arrow on the left edge guide. • Isn't jammed inside the printer. (If the paper out light is flashing, paper is jammed.) Then reload the paper as described in Chapter 2, making sure the left edge guide is adjusted to fit the paper's width.

Multiple pages feed at the same time.

Try this	Then do this
Remove the stack of paper.	• Make sure the paper isn't too thin (see the paper specifications in Appendix B). • Fan the edges of the stack of paper to separate the sheets. • Reload the paper as described in Chapter 2. • If too many copies of a page or document are printing, check the **Copies** settings in both the printer settings dialog box and your application program. See Chapter 1 for more information.

Paper jams inside the printer.

Try this	Then do this
Turn off your printer, open the cover, and remove all the paper that's inside, including any little pieces that may have torn off.	Load more paper in the printer, following the instructions in Chapter 2 and on the *Quick Setup*. If your paper jams frequently, make sure you: • Use smooth, high-quality paper, loaded printable side up. • Fan the stack and then even the edges before loading it. • Load paper beneath the arrow mark on the left edge guide. • Adjust the left edge guide to fit the width of your paper.

Paper doesn't eject fully or is wrinkled.

Possible cause	Solution
If the paper doesn't eject fully, you may have set the wrong paper size.	Press the load/eject button to eject the paper. Then make sure you select the correct paper size in your application or printer software.
If it's wrinkled when it comes out, the paper may be damp or too thin.	See the paper specifications in Appendix B for ranges of paper thicknesses you can print with, as well as environmental requirements for storage.

Solving Miscellaneous Printout Problems

If your printout results are not what you expected, try these solutions.

Characters are incorrect or garbled.

Possible cause	Solution
Your printer is not the Windows default printer.	Select your printer as the default Windows printer. See your Windows documentation or online help for instructions.
Printing is stalled in Spool Manager.	Delete the stalled print jobs in Spool Manager following the instructions in Chapter 4. Then try printing again.
If you're using background printing on a Macintosh, spooled data may be corrupted.	Open the Extensions folder, EPSON folder, and Spool folder. Then delete any queued files. Increase the Memory Requirements for EPSON Monitor2.
The interface cable is not securely connected.	Turn off your printer and computer. Then make sure the cable is connected securely and meets the printer's specifications.

The margins are incorrect.

Possible cause	Solution
Margins are set incorrectly in your application software.	Check your software documentation for instructions on selecting the correct margins for your paper size.
Paper settings in the printer software are incorrect for your paper size.	Check the settings in the paper dialog box to make sure they're correct for your paper size. See Chapter 2 for more information.

The image is inverted as if viewed in a mirror.

Possible cause	Solution
You used a Flip Horizontal option in your application software or the printer software.	Turn off the Flip Horizontal or Mirror setting in your application software or the printer software. See Chapter 3 for instructions.

The printer prints blank pages.

Possible cause	Solution
Your printer is not the Windows default printer.	Select your printer as the default Windows printer. See your Windows documentation or online help for instructions.
Paper settings in the printer software are incorrect for your paper size.	Check the settings in the paper dialog box to make sure they're correct for your paper size. See Chapter 2 for more information.
The print head nozzles are clogged.	Clean the print heads following the instructions in Chapter 5.

A Using Optional Interfaces

Your EPSON Stylus COLOR 800 includes both parallel and serial interfaces. You can connect it to a PC or Macintosh, or both at the same time. If you want to connect to another system or to a network, you can install an optional interface board.

This chapter tells you how to install and use EPSON interface boards in the following sections:

- Selecting an interface board
- Using Macintosh interface boards
- Using the PC serial interface board
- Installing optional interfaces

Selecting an Interface Board

You can install the following interface boards in your printer:

Type of interface board	Model number	Compatibility
Serial	C823051	PC
32KB serial	C832071	PC
32KB parallel	C823101	PC
LocalTalk	C823121	Macintosh
Twinax	C823151	PC
Coax	C823141	PC
Ethernet	C823461	Macintosh/PC

To order an interface board, contact your dealer or call EPSON Accessories at **(800) 873-7766** (U.S. sales only). In Canada, call **(800) 873-7766** for dealer referral.

Using Macintosh Interface Boards

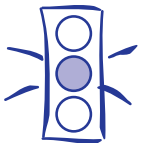
If you are planning to install the LocalTalk board, you will also need two LocalTalk Locking Connector Kits (DIN-8 version). Attach one connector box to the AppleTalk interface on the printer and the other to the printer port on the Macintosh. Then attach the LocalTalk cable between the two connector boxes. For more information, see the instructions that came with the connector kits.

If you install the Ethernet board connected to a thin coaxial (10BASE2) cable, and the printer is the last device on the network, you need to obtain a 50-ohm terminator. The Ethernet transceiver is included on the EPSON Ethernet board, so you do not need an adapter box for the printer.

Using the PC Serial Interface Board

Before you install the serial interface board in your printer, follow the instructions that come with the board for setting baud rate and parity. Refer to your computer documentation for information about matching the board's settings to your computer system. You may also need to set the board's handshake timing, error handling, and other data transfer conventions.

Installing Optional Interfaces



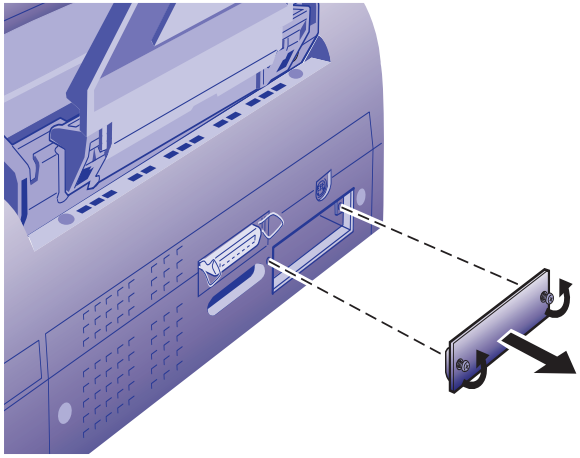
Caution:
To avoid damaging your printer or computer, do not install the interface board when the printer is connected to an electrical outlet.

Before you install an optional interface board in your printer, make sure the printer is turned off and all the printer's lights are off. Then follow these steps:

1. Unplug the power cord from the electrical outlet (and from the back of the printer, if your printer's power cord is removable).

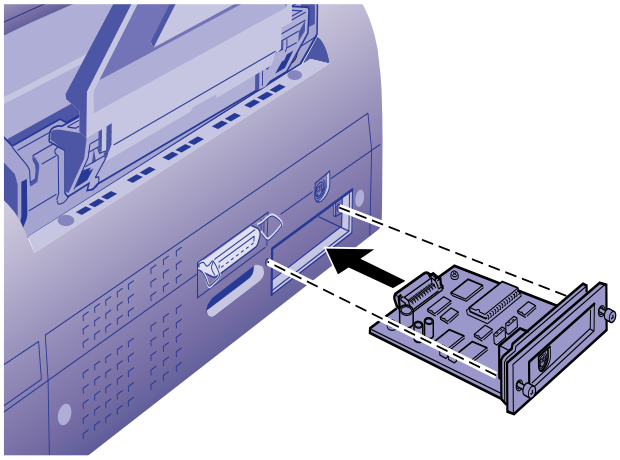
2. Turn the printer around so that its back faces you, and disconnect any interface cables.

3. Use a cross-head screwdriver to remove the two screws securing the shield plate to the interface slot; then lift off the plate. Be sure to keep both screws; you may need to use them again when you reinstall the shield plate.



4. Be sure to set any switches and jumpers on the board. See the interface board's manual for details. If your board has a jumper labeled JG, make sure that you set it to on, or the board will not work properly.

5. Slide the interface board along the slots on both sides of the compartment. Push it in firmly to fully insert the board's connector into the printer's internal socket.



6. Secure the interface board in the slot with the two screws included with the interface board.

7. Connect the proper interface cable to the interface board and to your computer. If the cable has a grounding wire, connect it to one of the screws securing the parallel interface.

   Also, if you are using more than one computer, reconnect the other interface cable.

8. Make sure the printer is turned off. Then plug in the power cord.

In most cases, the printer automatically detects the interface you're using. However, if you have trouble printing through an installed interface board, you may need to change the printer's I/F (interface) mode setting. See page B-7 for instructions.

To remove the interface board, follow the above steps in reverse order.

B Technical Specifications

Printing

Printing method

On-demand ink jet

Nozzle configuration

128 black nozzles (32 × 4, staggered)
64 color nozzles × 3 (cyan, magenta, yellow)

Printable columns and printing speed

Up to 8 pages per minute in black, 7 pages per minute in color

Character mode

Character pitch (characters per inch)	Printable columns	Printing speed (characters per second)	
		Draft	Normal
10	80	533	400
12	96	640	480
15	120	800	600
17 (10 condensed)	137	912	684
20 (12 condensed)	160	1067	800

Raster graphics mode (printable area is 8.27 inches)

Print quality	Available dots	CR speed (inches per second)
180 dpi × 180 dpi	1488	26.7
360 dpi × 360 dpi	2976	20
720 dpi × 720 dpi	5952	20
1440 dpi × 720 dpi	5952	10

Resolution	Maximum 1440 × 720 dpi
Input buffer	32KB
Print direction	Bidirectional with logic seeking for text and graphics
Control code	ESC/P 2™ and expanded raster graphics code IBM X24E emulation code
Character tables	1 italic and 10 graphics character tables
Character sets	14 international character sets and 1 legal character set
Bitmap fonts	• EPSON Roman (proportional) • EPSON Sans Serif (proportional) • EPSON Courier • EPSON Prestige • EPSON Script All bitmap fonts are available in 10, 12, and 15 cpi. You can select other font/pitch combinations using ESC/P commands.
Scalable fonts	• EPSON Roman • EPSON Sans Serif • EPSON Roman T • EPSON Sans Serif H All scalable fonts are available in sizes from 8 to 32 points, in 2 point increments, and four styles: normal, bold, italic, and bold italic. The printer always uses the fonts you select with your software application. You need to use the printer's internal fonts only if your application doesn't allow you to select fonts.

Paper

Paper Type	Size	Paper Types	Thickness	Weight
Single Sheets	Letter (8.5 × 11 inches) A4 (210 × 297 mm) A5 (148 × 210 mm) B5 (182 × 257 mm) Legal (8.5 × 14 inches) Half letter (5.5 × 8.5 inches) Executive (7.5 × 10 inches)	Plain paper and special ink jet papers distributed by EPSON	0.003 to 0.004 inch (0.08 to 0.11 mm)	17 to 24 lb (64 to 90 g/m^2); use 24 lb (90 g/m^2) paper under normal temperature and humidity conditions
Transparencies and glossy media	Letter (8.5 × 11 inches) A4 (210 × 297 mm) A6 (105 × 148 mm, glossy film only)	Transparencies, glossy paper, and glossy film distributed by EPSON	Glossy film and transparencies: 0.0051 to 0.0059 inch (0.13 to 0.15 mm) glossy paper: 0.0067 to 0.0071 inch (0.17 to 0.18 mm)	
Self adhesive sheets	A4 (210 × 297 mm)	Self adhesive sheets distributed by EPSON		
Envelopes	No. 10 (9.5 × 4.1 inches, 240 × 104 mm) DL (8.7 × 4.3 inches, 220 × 110 mm) C6 (4.4 × 6.4 inches, 114 × 162 mm)	Plain, bond, or air mail paper	0.006 to 0.017 inch (0.16 to 0.43 mm)	12 to 20 lb (45 to 75 g/m^2)
Cards	A6 (105 × 148 mm) 5 × 8 inches (127 × 203 mm) 8 × 10 inches (203 × 254 mm)	Ink jet cards distributed by EPSON	0.0091 inch (0.23 mm)	50.7 lb (188 g/m^2)

Notes:
Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, EPSON cannot guarantee the use of any particular brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.

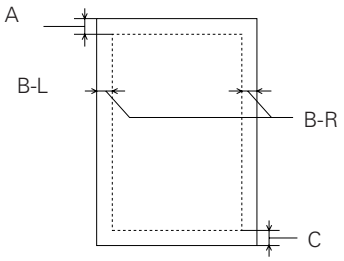
Poor quality paper may reduce print quality and cause paper jams and other problems. If you encounter problems, switch to a higher grade of paper.

Do not load curled or folded paper, envelopes, or transparencies.

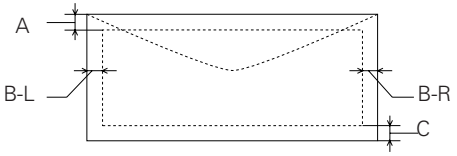
Print on ink jet papers and envelopes only under these conditions:
Temperature: 59 to 77°F (15 to 25°C)
Humidity: 40 to 60% RH

Store glossy media and self adhesive sheets under these conditions:
Temperature: 59 to 86°F (15 to 30°C)
Humidity: 20 to 60% RH

Printable area



Single sheet



Envelope

A The minimum top margin is 0.12 inch (3.0 mm).
When printing multiple sheets of glossy media, the minimum top margin is 1.2 inches (30 mm).

BL The minimum left margin is 0.12 inch (3.0 mm).

BR The minimum right margin is:
0.35 inch (9.0 mm) for Letter and Legal
0.12 inch (3.0 mm) for all other paper sizes
1.10 inches (28 mm) for #10 envelopes
0.28 inch (7 mm) for DL envelopes
0.12 inch (3 mm) for C6 envelopes

C The minimum bottom margin is 0.55 inch (14.0 mm).

Note:
Always load paper into the sheet feeder short edge first except envelopes. Load envelopes long edge first.

Ink Cartridges

Specification	Black ink cartridge (S020108)	Color ink cartridge (S020089)
Color(s)	Black	Cyan, magenta, and yellow
Print Capacity*	900 pages (A4 paper; text at Normal - 360 dpi; 5%) (ISO/IEC 10561 Letter Pattern)	300 pages (A4 paper; Normal - 360 dpi, 5% each color)
Cartridge life	2 years from production date and up to within 6 months after opening package at 77 °C (25 °F)	
Storage Temperature	–4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C)	
Transit Temperature	–22 to 140 °C (–30 to 60 °F) 1 month at 104 °F (40 °C) 120 hours at 140 °F (60 °C)	
Freezing Temperature**	–3.2 °F (–16 °C)	–0.4 °F (–18 °C)
Dimensions	1.09 (W) × 2.1 (D) × 1.5 (H) inches 27.8 (W) × 52.7 (D) × 38.5 (H) mm	1.7 (W) × 2.1(D) × 1.5 (H) inches 42.9 (W) × 52.7 (D) × 38.5 (H) mm

* The print capacity may vary depending on how often you use the print head cleaning function. Also, if you print large graphics and dense text with little white space, you use ink faster.

** The ink thaws and is usable after approximately 3 hours at 77 °F (25 °C).

Caution:
To ensure good results, use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

Do not use an ink cartridge after the expiration date on the package.

Mechanical

Paper feed method Friction with auto sheet feeder, rear entry

Sheet feeder capacity Maximum 100 sheets of 17 lb (64 g/m^2) paper

Dimensions

Storage
Width: 18.7 inches (475 mm)
Depth: 10.7 inches (274 mm)
Height: 7.4 inches (177 mm)

Printing
Width: 18.7 inches (475 mm)
Depth: 24.0 inches (610 mm)
27.2 inches (692 mm, when loading transparencies)
Height: 12.4 inches (315 mm)
7.95 inches (202 mm, when loading transparencies)

Weight 14.3 lb (6.5 kg) without the ink cartridges

Electrical

Specification	120 V model	240 V model
Input voltage range	103.5 to 132 V	198 to 264 V
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	0.4A	0.2A
Power consumption	Approx. 18 W (ISO/IEC 10561 Letter Pattern)	

Environmental

Temperature

Operation 50 to 95 °F (10 to 35 °C)
Storage* –4 to 140 °F (–20 to 60 °C)
1 month at 104 °F (40 °C)
120 hours at 140 °F (60 °C)

Humidity

Operation 20 to 80% RH
Storage* 5 to 85% RH
(without condensation)

* Stored in shipping container

Safety Approvals

Safety standards UL 1950 with D3, CSA 22.2 950 with D3

EMC FCC part 15 subpart B class B
CSA C108.8 class B

DOS Support

If driver support for the EPSON Stylus COLOR 800 is not available from your software manufacturer, you can use one of the other EPSON ESC/P 2 printer drivers. Choose the first printer available from the following two lists:

Black printing only

- LQ-870/1170
- LQ-570(+)/1070(+)
- SQ-870/1070
- LQ-850
- LQ-500

Color and black printing

- EPSON Stylus PRO
- EPSON Stylus COLOR 500
- EPSON Stylus COLOR II
- LQ-860
- LQ-2550

Control Panel Settings

You can change the following "default" settings from the printer's control panel:

Setting	Options
Print direction	Auto, Bi-D, Uni-D
Font	Courier, Roman, Sans Serif, Prestige, Script, Roman T, Sans Serif H, Draft
Pitch	10 cpi, 12 cpi, 15 cpi, 17.1 cpi, 20 cpi, Proportional
I/F mode	Auto, Parallel, Serial, Option
Auto I/F wait time	10 seconds, 30 seconds
Software	ESC/P 2, IBM X24E
Auto CR (IBM mode only)	Off, On
AGM (IBM mode only)	Off, On
Character table	PC437, PC850, PC860, PC861, PC863, PC865, Abicomp, BRASCII, Roman 8, ISO Latin 1, Italic U.S.A., Italic France, Italic Germany, Italic U.K., Italic Denmark 1, Italic Sweden, Italic Italy, Italic Spain 1
Auto line feed	Off, On
Network I/F mode	Off, On
Loading position	8.5 mm, 3 mm, Others
Economy	Off, On
Parallel I/F transfer rate	Fast, Normal

Changing control panel settings

Follow these steps to change the settings listed above:

1. Make sure the printer is turned off and has paper loaded.
2. Hold down the color cleaning button and press the power button. The printer prints a summary of instructions for changing settings and choosing the language to use for additional instructions.
3. Press the color cleaning button to print a list of current settings and additional instructions.
4. After you make the changes you want, turn the printer off to save the settings. The settings remain in effect until you change them again.

Control Codes

ESC/P 2 control codes

See the ESC/P® Reference Manual for more information about these commands.

General operation:
ESC@, ESC U, ESC EM

Paper feeding:
CR, FF, LF, ESC 0, ESC 2, ESC 3, ESC +

Page format:
ESC (C, ESC C, ESC C 0, ESC Q, ESC l, ESC (c, ESC N, ESC O

Print position motion:
ESC $, ESC \, ESC (V, ESC (v, ESC D, HT, ESC B, ESC J, VT

Font selection:
ESC k, ESC x, ESC X, ESC P, ESC M, ESC g, ESC p, ESC 4, ESC 5, ESC E, ESC F, ESC !

Font enhancement:
ESC W, DC 4, SO, DC2, SI, ESC w, ESC G, ESC H, ESC T, ESC S, ESC -, ESC (-, ESC q

Spacing:
ESC Space, ESC c, ESC (U

Character handling:
ESC t, ESC (t, ESC R, ESC %, ESC &, ESC :, ESC 6, ESC 7, ESC (^

Bit image:
ESC *

Graphics:
ESC (G, ESC ., ESC (i, ESC (e, ESC (\, ESC (s

Color:
ESC r, ESC (r

Printing mode:
ESC (K

IBM X24E emulation control codes

This printer emulates the IBM Proprinter with the following commands. For detailed information, see IBM's X24E reference manual.

General operation:
NUL, DC3, ESC j, BEL, CAN, DC1, ESC Q, ESC [K, ESC U

Paper feeding:
FF, LF, ESC 5, ESC A, ESC A (AGM*), ESC 0, ESC 1, ESC 2, ESC 3, ESC 3 (AGM*), CR

Page format:
ESC C, ESC X, ESC N, ESC O, ESC 4

Print position motion:
ESC d, ESC R, ESC D, HT, ESC B, VT, ESC J, ESC J (AGM*)

Font selection:
DC2, ESC P, ESC :, ESC E, ESC F, ESC I

Font enhancement:
DC4, SO, ESC SO, ESC W, ESC [@, SI, ESC SI, ESC G, ESC H, ESC T, ESC S, ESC -, ESC _

Spacing:
BS, SP, ESC [\

Character handling:
ESC 6, ESC 7, ESC [T, ESC ^, ESC \

Bit image:
ESC K, ESC L, ESC Y, ESC Z, ESC [g, ESC * (AGM*)

* Alternate Graphics Mode

Character Tables

All character tables except Italic are the same as the PC437 table for hex codes 00 through 7F. Additional characters are available for hex codes 80 through FF. You can select the following character tables through the control panel or software commands:

- PC 437 (U.S./Standard Europe)
- PC850 (Multilingual)
- PC860 (Portuguese)
- PC861 (Icelandic)
- PC863 (Canadian-French)
- PC865 (Nordic)
- Abicomp
- BRASCII
- Roman 8
- ISO Latin 1
- Italic (no characters available for hex code 15)

International character sets

You can select a number of international character sets with the control panel or the ESC R command. Other sets can only be selected with the ESC R command. You can select additional characters with the ESC (^ command.

Glossary

banding The horizontal lines that sometimes appear in a printed image. See also *MicroWeave*.

buffer The portion of the printer's memory used to store data before printing it.

character table A collection of letters, numbers, and symbols that provides you with the characters used in a particular language.

characters per inch (cpi) A measure of the size of text characters, sometimes referred to as pitch.

CMYK Cyan (blue-green), magenta, yellow, and black. These colored inks are used to create printed colors.

ColorSync Macintosh software that is designed to help you get WYSIWIG (what you see is what you get) output. This software prints colors as you see them on your screen.

default A value or setting that takes effect when the equipment is turned on, reset, or initialized.

dithering A halftoning method in which dots are arranged in an orderly pattern. Dithering works best for printing images with solid colors, such as charts and graphs. See also *halftoning*.

dpi Dots per inch. The dpi measures the resolution (print quality). See also *resolution*.

driver A software program that sends instructions to a computer peripheral to tell it what to do. For example, your printer driver accepts print data from your word processing application and sends instructions to the printer on how to print this data.

error diffusion This halftoning setting smooths out edges by randomly placing dots of varying colors. This has the opposite effect of the Finest Detail setting.

ESC/P Abbreviation for Epson Standard Code for Printers. This system of commands gives you control of your printer from your computer. It is standard for all EPSON printers and supported by most application programs for personal computers.

ESC/P 2 The enhanced version of the ESC/P printer command language. Commands in this language produce laser-like features, such as scalable fonts and enhanced graphics printing.

finest detail This setting automatically makes your printed images sharper and clearer. It has the opposite effect of the Error Diffusion setting. Be aware that this may increase the time required for printing.

font A style of print designated by a name.

grayscale Shades of gray ranging from black to white. Grayscale is used to represent colors when you print with black ink only.

halftoning A method of using dot patterns to represent an image. Halftoning makes it possible to produce varying shades of gray using only black dots, or a nearly infinite array of colors using only a few colors of dots.

initialization Returns the printer to its defaults. This happens every time you turn on or reset the printer.

ink jet A method of printing in which each letter or symbol is formed by precisely spraying ink onto paper.

interface The connection between the computer and a peripheral such as a printer. Generally, printers have two interfaces, parallel and serial. A parallel interface transmits data one byte, or eight bits, at a time. A serial interface transmits data one bit at a time.

IPS Inches per second. This scale is used to measure the print head speed.

media Materials upon which data is printed, such as envelopes, plain paper, special paper, and transparency film.

MicroWeave Printing technology that produces images in fine increments to reduce the possibility of banding. See also *banding*.

parallel interface See *interface.*

print queue Print jobs that are sent to the printer while it is busy are stored in a waiting line, or print queue, until they can be printed.

printable area The area of a page on which the printer can print. It is smaller than the physical size of the page because of margins.

printer driver See *driver*.

proportional printing Printing in which the width of the character varies from character to character. For example, a capital *W* receives much more space than a lowercase *i*.

reset To return a printer to its defaults either by sending a command, an INIT signal, or by turning the printer off and then back on.

resolution The number of dots per inch used to represent an image. The higher the resolution or print quality, the more detailed and realistic the image.

scalable fonts Fonts that can be enlarged or reduced. Non-scalable fonts (bitmap fonts) can't change in size.

screen pattern This feature prints shaded areas as they appear on screen, instead of printing them as halftones.

serial interface See *interface*.

spool manager A software program that converts print data into codes that your printer understands.

status monitor A software program that allows you to check the printer's status, such as the amount of ink remaining before printing.

Index

A

Advanced mode, selecting, 3-1 to 3-3
Advanced settings
  custom, 3-4 to 3-11
  dialog box, 3-4 to 3-9
  predefined, 3-1 to 3-3
Aligning print heads, 5-8 to 5-9, 6-5
AppleTalk, 4-13
Assigning name to printer, 4-12
Automatic mode, 1-2, 1-7

B

Background printing, 4-6 to 4-7, 4-13
Banding, 6-5
Banners
  loading paper, 2-6
  printing from Macintosh, 2-8 to 2-10
  printing from Windows, 2-7 to 2-8
Blank pages, 6-16
Blurry printouts, 6-7
Brightness setting, 3-8

C

Cards, 2-2, 2-5, B-3
Character tables, B-9
Characters, garbled, 6-15
Cleaning print heads
  using control panel, 5-7 to 5-8
  using Head Cleaning utility, 5-6 to 5-7
Cleaning printer, 5-10
Cleaning sheets, 2-3
Color Adjustment modes, 3-8
Color problems, 6-5 to 6-6
ColorSync, using, 3-9 to 3-10
CompuServe, 6
Configuration button, 4-9
Contrast setting, 3-8
Control codes, B-8 to B-9
Control panel default settings, B-7
Control panel, using, 1-8, 5-7 to 5-9, 6-2
Current settings list, 1-2, 1-6
Custom settings
  color, 3-7 to 3-11
  list, 3-3
  print quality, 3-4 to 3-6
  saving, 3-11
  special effects, 3-4 to 3-6
Custom size paper, 2-6 to 2-10
Cyan setting, 3-8

D

Default control panel settings, B-7
Default printer options, setting, 1-4
Deleting print job, 4-3
Despooler, 1-5, 4-5, 6-11
Dithering, 3-6
DOS support, B-6
Driver, 1-1, 1-6

E

Economy setting, 3-3
Electrical specifications, B-6
ENERGY STAR, 6
Energy-saving tips, 7
Envelopes
  loading, 2-4 to 2-5
  specifications, B-3 to B-4
Environmental specifications, B-6
EPSON
  Accessories, 5, 2-2
  Customer Care Centers, 4

EPSON *(continued)*
Electronic Support Services, 5 to 6
help, 4 to 6
media, 2-1 to 2-2
World Wide Web site, 5
EPSON Namer utility, 4-12
EPSON Spool Manager, *see* Spool Manager
Error Diffusion setting, 3-6
Error notification, 4-9
ESC/P 2 control codes, B-8
Ethernet board, A-2

F

Faint printouts, 6-6
Film, *see* Photo Quality glossy media
Finest Detail setting, 3-6
Flip Horizontal setting, 3-6, 6-15
Fonts, B-2
Forms, loading, 2-3

G

Garbled characters, 6-15
Glossy media, 2-2 to 2-4, B-3 to B-4

H

Halftoning setting, 3-6
Head Cleaning utility, 5-6 to 5-7
Help, 4 to 6
Help, online, 1-2
Hex dump mode, 6-3 to 6-4
High Speed setting, 3-6
Horizontal banding, 6-5
Host system, network setup, 4-10

I

IBM X24E emulation control codes, B-8 to B-9
ICM (Image Color Matching) setting, 3-9
Ink
cartridge specifications, B-5
replacing cartridges, 5-1 to 5-5
replacing outdated cartridge, 5-5
smears, 2-5
specifications, B-5
supply, 1-5, 1-8, 4-8
Ink Jet Cards, *see* Photo Quality Ink Jet Cards
Ink Jet Paper
loading, 2-3
settings, 2-2
specifications, B-3 to B-4
Interface boards
installing, A-3 to A-4
Macintosh, A-2
removing, A-4
selecting, A-1
serial, A-2
International character sets, B-9
Internet, 5
Iron-On Transfer Paper, 2-2, 2-6, B-3 to B-4

J

Jammed paper, 1-8, 6-14
Journal files, 4-2, 4-9 to 4-12

L

Letterhead, *see* Paper
Lights, using, 1-8, 6-1 to 6-2
LocalTalk board, A-2

M

Macintosh
ColorSync, 3-9 to 3-10
increasing memory allocation, 4-7
interface boards, A-2
managing print jobs, 4-6 to 4-9
Monitor2, 4-6 to 4-7
network printing, 4-12 to 4-13

Macintosh *(continued)*
printing from, 1-6 to 1-7, 2-8 to 2-10
problems printing, 6-11 to 6-12
Status Monitor, 4-8 to 4-9
Magenta setting, 3-8
Main printer settings dialog box, 1-2
Maintaining printer, 5-1 to 5-10
Manual, how to use, 3 to 4
Margin problems, 6-15
Margin, with multiple sheets, 2-4
Mechanical specifications, B-5
Media Type setting, 1-3, 1-7, 2-2
Memory allocation, increasing on Macintosh, 4-7
MicroWeave setting, 3-6
Monitor2, 4-6 to 4-7
More Settings dialog box, 3-4 to 3-10

N

Namer utility, EPSON, 4-12
Network path, Windows 95, 4-11 to 4-12
Network printing
Macintosh, 4-12 to 4-13
PC, 4-9 to 4-12
Nozzle Check, 5-8

P

Packing printer, 5-11
Page Setup, 1-6, 2-9
Pages per minute, 1, B-1
Paper
custom size, 2-6 to 2-10
dialog box, 2-7, 2-9
handling problems, 6-13 to 6-14
loading, 2-3, 2-6
ordering, 2-2
plain, 1-3
specifications, B-3 to B-4
supply, 1-8
tab, 2-7
Paper jams, 1-8, 6-14
Paper support, 2-4
Paper tab, 1-3
Paper thickness lever, 2-5
Photo Quality glossy media
choosing, 1-7, 2-2
loading, 2-3 to 2-4
specifications, B-3 to B-4
Photo Quality Ink Jet Cards, 2-2, 2-5, B-3
Photo Quality Ink Jet Paper, 2-2, B-3 to B-4
Photo Quality Self Adhesive Sheets, 2-2, 2-5, B-3
Photo setting, 3-3
Plain paper, 1-3, B-3 to B-4
Preprinted forms, loading, 2-3
Print Head Alignment utility, 5-8 to 5-9, 6-5
Print heads, cleaning, *see* Cleaning print heads
Print jobs
deleting, 4-3
managing in Windows, 4-1 to 4-6
managing on Macintosh, 4-6 to 4-9
Print quality
customizing, 3-4 to 3-6
problems, 6-4 to 6-7
Print queues, 4-2 to 4-4
Print speed, B-1
Printer driver, 1-1, 1-6
Problems
diagnosing, 6-1 to 6-4
paper handling, 6-13 to 6-14
photographs, 6-7
print quality, 6-4 to 6-7
printing, 6-8 to 6-12
slow printing, 6-12
solving, 6-1 to 6-16
Status Monitor, 6-11
unexpected printout results, 6-15 to 6-16

Q

Quality/Speed slider, 1-3, 1-7

R

Remote systems, network setup, 4-10 to 4-11
Rendering Intent setting, 3-10
Replacing ink cartridges, 5-1 to 5-5
Resolution, 1, 3-5, *see also* Print quality

S

Safety approvals, B-6
Safety instructions, 7 to 8
Saturation setting, 3-8
Self Adhesive Sheets, 2-2, 2-5, B-3
Self test, 6-3
Serial interface board, A-2
Service, 4 to 6
Settings
  checking, 1-2 to 1-3, 1-6 to 1-7
  default, 1-4
  reusing on Macintosh, 1-7
Slow printing, 6-12
Smears, 2-5
Special Coated Paper, 2-2
Special effects, 3-4 to 3-6
Specifications
  character tables, B-9
  control codes, B-8 to B-9
  control panel settings, B-7
  DOS support, B-6
  electrical, B-6
  environmental, B-6
  ink cartridges, B-5
  mechanical, B-5
  paper, B-3 to B-4
  printing, B-1 to B-2
  safety approvals, B-6
Speed, printing, B-1
Spool directory, changing default, 4-3 to 4-4
Spool Manager
  deleting print job, 4-3
  problems, 6-9, 6-11, 6-15
  using, 4-1 to 4-4
Status Monitor
  enabling, 4-6
  Macintosh, 4-8 to 4-9
  problems, 6-11
  using, 4-4 to 4-6
  Windows 95, 1-5, 4-4 to 4-6
Support, 4 to 6
System requirements, 2

T

Technical specifications, B-1 to B-9
Testing printer, 6-3
Text/Graph setting, 3-3
Thickness lever, 2-5
Transparencies
  choosing, 1-3, 1-7, 2-2
  loading, 2-3 to 2-4
  specifications, B-3
Transporting printer, 5-11
Troubleshooting, 6-1 to 6-16

V

Video/Digital Camera setting, 3-3, 3-9

W

Warnings, 4-9
Windows
  managing print jobs, 4-1 to 4-6
  printing from, 1-1 to 1-5, 2-7 to 2-8
  Spool Manager, 4-1 to 4-4
Windows 95
  network printing, 4-9 to 4-12
  problems, 6-10 to 6-11
  Status Monitor, 1-5, 4-4 to 4-6
Windows NT, 1-1
World Wide Web, 5

Y

Yellow setting, 3-8